

Savoya Delivers Reliable Executive Ground Travel for a Global Healthcare Enterprise

Partner Profile



76,000
employees

15 countries

6 business units

With more than 76,000 employees represented by six business units across 15 countries, this global healthcare leader needed a ground travel partner that could handle the unique requirements of a large, distributed enterprise.

Within the organization, various types of travel were required to support the company's \$100 million invested in emerging medical technologies, 275,000 medical and surgical SKUs distributed to more than 16,000 retail pharmacies, and 73,000+ patients enrolled in more than 1,600 clinical trials. This travel encompassed everything from executives performing on-site visits to employee incentive travel—yet, in all cases, the organization's expectations remained the same. Ground travel needed to be done right, and supporting teams back at the office needed visibility to ensure this was the case.

Partner Requirements



Visibility for stakeholders across multiple groups within the company



Reliability of service

The Challenge

The organization had two essential requirements for ground travel: reliability of service, and visibility for stakeholders across multiple groups within the company.

For the organization, “reliability” translated to timeliness and precision of service delivery, clear expectations, and the flexibility required to keep up with frequent changes. Reliability also meant an ability to recover quickly in the event of errors, to minimize any impact on travelers.

As a large enterprise, the company also had an ecosystem of stakeholders across different departments—from the security team, to executive assistants and the flight department—who needed to-the-minute awareness of principals’ locations and travel status without having to manually confirm details and relay messages back and forth. This drove the company to prioritize visibility and communication mechanisms to facilitate a broad awareness of ground travel movements across the organization.

Despite multiple prior attempts, the company had not been successful at finding a provider that could support its scale and communication needs consistently. Executive ground travel in particular had suffered, thanks to outdated, manual processes that allowed for breakdowns across the entire service chain. Frequent driver changes without proper notification—which left insufficient time for full driver vetting—was a common issue. The company also frequently faced regular late pick ups and insufficient route planning, which created security risks when drivers got lost and hindered executive productivity when they were required to assist drivers with navigation.

These and other issues produced a very real impact on the company’s bottom line. “Our top executives are always moving fast,” explained a former leader in the company’s security department. “They’re going to two or three cities in a day visiting customers. If there’s a glitch that disrupts that schedule, it creates an inability to deliver to our customers.” As a result, the company issued a formal request for proposals, seeking a partner that could consistently meet its wide range of ground transportation requirements.



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The Solution

Because Savoya had worked with the company prior to the RFP, Savoya's advisory team was able to analyze what they knew of the company's prior usage patterns and identify points of vulnerability and areas of opportunity. In so doing, Savoya articulated the presence of distinct traveler types, each with differing problems to solve and service level needs. As a result, Savoya recommended breaking the sourcing decision into two separate contracts so that more advanced, higher sensitivity executive needs could be addressed more precisely by a specialized provider.

Following an extensive testing and validation process, Savoya was awarded the company's secure executive ground contract. Key to its success in winning the business were its cutting-edge communication tools and GPS-enabled visibility technology. "No other company came close to having Savoya's technology," shared one of the company's former security executives. As a technology company with transportation services layered on top, Savoya offered the end-to-end automated trip management they expected along with the key tools their users needed to complete their jobs. "Other companies talked a good game, but only Savoya was able to demonstrate fully functional features throughout our experience."

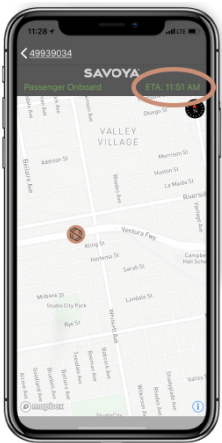
The redundancy and intelligence built into Savoya's trip oversight, with its integrated approach of system-driven checks prompting trained client care professionals to complete manual outreach and validation tasks, promised the reliability required by the company's travel coordinators. Further, Savoya's 24-hour policy of providing advance driver and vehicle details solved the company's challenge of last-minute driver changes.

Savoya's enterprise-level tools further supported the company's requirement for on-demand access to the information needed to reduce manual effort internally. Through the COREview portal and Savoya Mobile App, the company's support teams could log in to a central dashboard to view trip details, real-time trip status and GPS maps to monitor itinerary progress. The notifications facilitated by this technology enabled as many stakeholders as necessary to simultaneously receive trip status updates at milestones during each trip, rather than relying on one person to manually communicate across teams. "The fact that we can see the visual on the map and receive the notifications in lock-step was the best demonstration of how what Savoya promised, Savoya delivered," noted another Senior Security Director.

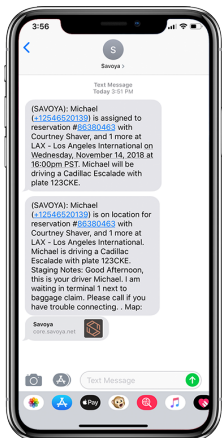
Enterprise-level Tools



Real-time trip status and GPS maps



Notifications customized for each stakeholder



Finally, the steps Savoya took to facilitate the onboarding process ensured the new relationship began on a positive note.

- + Savoya began the engagement by assigning a dedicated experience manager to the company's account to act as a single point of contact for travel coordinators, capable of answering questions and resolving any issues that arose.
- + In addition, key members of the Savoya account team met individually with the company's Global Security Operations Center personnel, executive assistants, flight department team and third-party travel management company to ensure proper profile set up and train them on how to use the technology platform and tools available to them.
- + Setting each traveler up on the Savoya Mobile App ensured that they—in addition to their support teams—could also take advantage of the features made available through Savoya, including real-time GPS maps and ETAs, obscured driver communications, and trip details.

This investment in onboarding and training meant that each stakeholder started out with a deep knowledge of Savoya's capabilities, an awareness of how to use the technology to get in-the-moment updates on their reservations, and had already established a personal relationship with their dedicated Experience Manager. As a result of these measures, the company was able to smoothly transition to Savoya's secure executive ground service with minimal disruption.

Complaints from top executives, their assistants and other travel support team members have been completely eliminated since switching to Savoya.

Positive Results



99.95%
travel up-time



90% improvement
in issue resolution
response time

The Impact

Changing over to Savoya's secure executive ground solution produced a number of positive impacts for the company:

- + After a long history of constant service errors, complaints from top executives, their assistants and other travel support team members have been completely eliminated.
- + Security personnel dramatically reduced the amount of time spent on the phone manually confirming and validating travel logistics.
- + Vulnerabilities around key individuals' trips were significantly reduced, thanks to the safety protocols, technology tools and location visibility made possible through Savoya.
- + Savoya delivered travel up-time of over 99.95% for executive travelers.
- + Average issue resolution response time fell by an average of 90%—to less than 12 hours.
- + Internal confidence surrounding executive travel logistics increased, reducing trip management stress on the part of key support personnel.

Taken together, these improvements have enabled the company to secure high-risk ground travel needs, while building confidence among the company's travel coordinators and saving the time and energy formerly spent on manual follow-up. As a result, these stakeholders have been able to reallocate resources to other internal needs, now that they can trust that their executive ground trips will proceed as expected (or be handled proactively if any issues arise).

But most importantly, "the fact that we haven't had a single complaint means we're providing better service to our executive suite."

According to the senior leader cited earlier, "I would highly recommend Savoya based on the exceptional level of service we've received, their engagement, and the delivery of their product. There are very few companies we've engaged over the years that don't have some glitches, and we didn't have any when we switched over to Savoya. That's a pretty amazing thing. Savoya talked the talk, but they also walked the walk."

For more information on Savoya's enterprise-level secure executive ground solution:

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