sparton

INDUSTRY | Electronics Manufacturing

COMPANY SIZE | Over 1,500 employees

USE CASE | Unmanaged to Managed Program

> " ADTRAV helped us tremendously in consolidating our travel program across multiple locations, driving a consistent approval process and negotiating hotel contracts. "

ADTRAV

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THE BUSINESS CHALLENGE

An unmanaged travel program and differing policies across 15 locations left Sparton with little-to-no policy compliance, missed opportunities to leverage spend, uncontrolled costs, inconsistent service levels, and nearly nonexistent data visibility. Struggling to rein in their program as it was, Sparton realized it was time to move to a managed travel program.

ADTRAV INITIATIVES

Sparton sought ADTRAV to seamlessly consolidate and manage its program. This partnership also tasked ADTRAV with increasing policy compliance, online adoption, and program-wide visibility, supporting supplier contract negotiation, creating automated processes, and reducing transaction costs. Based on Sparton's goals, the following technologies and solutions were implemented:

- **RezIntel | Travel Intelligence:** Sparton was previously using multiple tools to manually collect travel-program data. ADTRAV implemented its travel intelligence platform, RezIntel, enabling Sparton to access all of its travel data in one powerful online dashboard system. Sparton now leverages RezIntel to analyze hotel nights and rates, average airfare costs, benchmarks, and review contract performance. RezIntel provides Sparton with a big-picture understanding of travel spend as well as minute details of each traveler's spend behavior.

- **ADTRAV Agents 24/7/365:** Having dealt with the pain points of an unmanaged program, Sparton travelers craved consistent, high-quality service. From simple reservations to executive-level services, our highly-trained in-house agents are available 24 hours a day, 7 days a week, 365 days a year. This helps ensure Sparton travelers are happy, policy adoption is high, continuity of support is always available, and consistent processes are followed across all reservations.

- **Hotel Program Management:** Like many companies, hotel spend made up a sizeable portion of Sparton's annual travel budget. Seeking greater savings, improved amenities, and negotiation support, Sparton turned to ADTRAV to develop and manage a preferred hotel program. Utilizing RezIntel to identify the most popular properties, ADTRAV negotiated preferred rates and amenities amenable to Sparton and its travelers.

- **Supplier Negotiation Support:** Backed by decades of experience in procurement and supplier relations, ADTRAV provides Sparton with complete negotiation support for air and car partnerships, securing the most beneficial specials and discounts. Through up-to-the-day reporting, the Sparton global account manager also identifies trends, anticipates volume gaps, and maintains a consistent contract management strategy.

- **Concur Travel:** As an SAP Preferred TMC Partner and recipient of the SAP Concur Travel Support certification, ADTRAV brought an elite level of Concur configuration expertise to Sparton, ultimately driving maximum adoption and satisfaction, along with complete policy enforcement. ADTRAV also enhances Concur capabilities through proprietary solutions, including itinerary distribution, unused ticket tracking, and other important travel management functions.

WHAT SPARTON HAD TO SAY

"Partnering with ADTRAV has been very beneficial. They worked with us to negotiate multiple hotel contracts for the places we frequent most, where we did not previously have any agreements. ADTRAV's suite of technology tools has also been instrumental in helping Sparton drive a consistent travel approval process that also provides a clear audit trail for later review. The mobile functionality of the approval process has been very helpful for our managers who are regularly 'on the go."