

Case Study

Top Retail Giant – Adelman Total Management as a Service (TMaaS)

Background

A global retail giant faced unprecedented challenges during the pandemic period of 2020. With a significant drop in travel and a need to realign their business strategy, the company sought a solution to cut costs without compromising the efficiency of their travel management.

Previous Travel Infrastructure

Before the transformation, the retail company maintained an in-house travel management team, consisting of a full-time travel manager and three onsite agents dedicated to handling their travel arrangements. The company had established a dozen international airline contracts, reflecting their heavy travel patterns, especially in the Asia-Pacific (APAC) region.

The Transformation: In 2020, the retail company made a strategic decision to outsource its total travel management to Adelman, leveraging the Total Management as a Service (TMaaS) program. Given the significant reduction in travel compared to 2019 levels, the company opted for a 25% TMaaS model.

Key Changes and Savings

The impact of this decision was substantial. The number of international travelers plummeted from over 2,000 annually to just 536. Consequently, the retail company's reliance on Adelman's TMaaS became pivotal. With Jeffrey Prell, the designated Adelman expert, overseeing the entire travel management process, the company achieved remarkable savings.

The elimination of onsite agents and the consolidation of travel management functions through Adelman translated into a net annual savings of \$350,000. The retail company paid \$50,000 per year for the TMaaS, with an additional \$15,000 allocated for hotel Requests for Proposal (RFP) outside of the TMaaS framework.

Jeffrey Prell's Role and Integration

Jeffrey seamlessly integrated into the retail company's network, using Teams, Email, and the Intranet to ensure accessibility at all times. His responsibilities expanded beyond traditional travel management to include onboarding new hires, setting up profiles, configuring managers in the Concur booking tool, handling rental car accidents, and negotiating all airline contracts.

Jeffrey also played a pivotal role in meeting with the security team monthly for updates, managing hotel program negotiations, and engaging with international business offices (IBOs) for hotel recommendations and preferences. His thorough approach included considering neighborhood safety scores when sourcing new hotels, managing international insurance renewals, and catering to distinct traveler needs and trip requirements.

Exceptional Client Success Management

Adelman's TMaaS program went above and beyond standard client success management for the retail company. Jeffrey prioritized the account's needs, conducting quarterly reviews and consistently acting in the best interest of the client. His involvement extended to creating summaries for procurement, presenting to the CFO, and signing contracts.

Conclusion

The retail company's collaboration with Adelman's TMaaS program, led by Jeffrey, has not only streamlined their travel management processes but has also resulted in substantial cost savings. The transition to a more flexible and outsourced model has allowed the retail company to adapt to the changing dynamics of international travel while maintaining a high level of service and cost-effectiveness.