



Concur Travel helps global travel company give its clients an end-to-end experience

UNIGLOBE is a global network of independent travel management companies servicing corporates in 90 countries. By becoming a Concur partner it has been able to create an end-to-end travel experience for its clients and help them deliver more effectively on their objectives. Here we look back on the relationship and how Concur is helping UNIGLOBE add more value to its service.

A changing travel landscape

The travel landscape is changing. It's often the third biggest area of expenditure for companies so they are understandably keen to manage spend more effectively and get greater visibility on the numbers. At the same time they are looking to make their travel processes quicker and more efficient.

Back in 2012, the changing landscape was something UNIGLOBE spotted. Howard Hunter, Director of Sales & Account Management at UNIGLOBE Preferred, who is based in the UK branch in London which is part of the global UNIGLOBE network, explains: "We like to be ahead of the curve and we needed to create an end-to-end experience across travel and expense that gave our clients what they needed."

The company already had a travel software provider but Howard saw that Concur Travel gave the company exactly what it was looking for and UNIGLOBE became a Concur Certified Partner in 2012.

There were several reasons for the decision.

Concur was the market leader in travel and expense solutions and UNIGLOBE felt it best positioned it in the markets it worked in.

As a global company, UNIGLOBE needed a common platform in all countries, which was something Concur provided.

Many of UNIGLOBE's clients already used Concur Expense so offering Concur Travel would allow them to see return on investment more quickly. At the same time, Concur's ability to integrate with other third party technologies meant that all clients would be able to achieve the end-to-end visibility they were looking for.

UNIGLOBE

Company

UNIGLOBE Preferred Travel
www.uniglobepreferred.co.uk

Solutions

- Concur Travel
- Concur Triplt
- Concur Locate & Alert

Industry

Travel management

Established

1980

Location

Global

Why Concur?

- An end-to-end experience encompassing travel and expense
- The market leader in travel and expense solutions
- Many clients already use Concur Expense so Concur Travel allows them to quickly realise ROIs
- Concur's platform and willingness to work with third party technologies fits UNIGLOBE's ethos to create custom-built solutions for its clients

“When you look at Concur and its overall ecosystem it gave us real purchase with our clients. It was a very easy decision.”

Howard Hunter, Director of Sales & Account Management

Concur also offered a powerful way to get all the benefits clients were looking for without the burden of a large upfront investment in software. Howard explains: “Organisations do not want to have massive capex expenses in order to get single line of sight or improve their process. The way that Concur is structured aids our clients in reducing the burden of cost and enables them to future proof their technical infrastructure too.”

Howard concludes: “When you look at Concur and its overall ecosystem it gave us real purchase with our clients. It was a very easy decision.”

A partnership that’s proved surprising

Howard recognised that Concur would give UNIGLOBE the solution it needed but five years after the two companies first partnered he has still been surprised by how much value Concur has brought.

The first thing he praises is the platform itself. “It’s only when you open the bonnet you start to understand what Concur brings to the table,” he says. “Travel is multi-faceted – it isn’t only booking, it’s safety, invoice, optimising journeys, tracking players and staying in touch through their entire journey right until they’re back home with their families. Concur has looked at all the aspects and given organisations everything they need to manage them.”

Howard has also been impressed by the quality of the personal partnership between Concur and UNIGLOBE. “As a business we feel partnering with Concur is one of the best decisions we have made. The type of collaboration we have with Concur we’ve never had with another provider. It has

impacted our business considerably. We feel we only need one booking tool and that’s Concur.”

The quality of partnership is perhaps best exemplified in a recent project UNIGLOBE worked on with a client. Howard says the strength of the relationship was evident right from the start: “The level of support we got from Concur around closing the client was immense. We did joint meetings, which is really not something a lot of online providers would do. It felt as if we were truly in a partnership.” The partnership continued to the implementation too. “Most TMCs would leave the implementation of Concur to Concur. We’re different so our team worked alongside Concur to ensure our understanding of the client’s expectations were delivered first time around. It was a process that worked well.”

A partnership that’s set to grow

One of the things that has most impressed Howard about Concur is the level of investment in R&D and partners it makes, because, he says: “It’s one of the ways you can see if a partner organisation will have long term value.” UNIGLOBE is helping in this development too. It now sits as part of a focus group of TMCs that helps Concur understand the challenges the industry faces as how its platform can help address them.

Howard concludes: “The people I have the pleasure of working with today are truly engaged and understand what partnership means and for me that’s the difference. The product is only getting better. The future is bright with Concur.”

