

BT Travel Management



THERE'S MORE TO A TRAVEL PROGRAMME THAN AIR & HOTELS

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Introduction to BT

- We are a leading provider of communications solutions and services operating in 170 countries worldwide. Our principal activities include:
 - Networked IT Services
 - Local, National and International Telecommunication Services
 - Broadband and Internet Products and Services

BT service business and residential customers

Global Travel

- 100,000 employees globally across 7 Lines of Business.
- Global contracts with best of breed approach in UK.
- Each LoB / Country / operate their own P&L.
- BT reduced operating costs by over £1bn in last year.
- Strong results after last year
- Travel & Business Expenses high on the agenda.

Global Travel

- Air & Accommodation 50% spend.
- Spend overall reduced by 37% across T & S
- Focus on all areas but in particular:
 - Rail/Car/Taxi/Chauffeur and F & B
- Monthly meeting with CFO to discuss reports

Governance

- The methods to ensure economic efficiency fall into three categories
 - Control of demand and enablers
 - Adherence to compliance
 - Defining improved processes

The overall aim of new initiatives is to ensure all BT employees treat company money spent on T&S as they would treat their own

Car Hire

- Aim where sensible to cut delivery & collection costs
- Restrict people who have use of a company vehicle or have a car allowance from booking hire cars
- Non compliance will include
 - Class of car
 - Refill of petrol
 - People who did not go through process

Rail/ Taxi/Chauffeur

Issues:

- Huge uncontrolled spend
- Poor compliance to contract/no contract
- Perception
- Senior managers

Actions;

- Paper to CFO/OC
- Reports
- Controlling ordering channels
- Communications

Food & Beverage

- F & B discounts with most preferred hotels
- Monitoring spend, per diem allowance

Conclusion

Different categories same issues.

Intelligent MIS is vital.

Senior Manager buy in.

Technology