NAES Experiences the Power of Record-Breaking Adoption Rates

Company Name: North American Energy Services Company

Implementation: Concur® with travel

Industry: Power generation services

Company Size: 1,800 employees

For NAES, a high volume of travel to multiple locations around the country created complex scheduling, frequent ticket changes and hidden fees. As a result, company leaders looked to reduce costs associated with missed deals, ticket changes, access to complete travel options and late fees. The company evaluated numerous products "but nothing compared with Concur," says Travel Manager Rob Froman. One of the greatest advantages NAES realizes is access to robust data using the reporting functionality, which provides exceptional visibility into travel booking activity and employee spend. In just one year, NAES realized substantial benefits:

- ROI in one year and significant savings of 50-60 percent
- 99 percent adoption rate ensures company-wide control and consistency
- Extensive inventory of air, hotel and rental car options in one place, all compliant with company policies and preferred vendor requirements
- Travel templates expedite the booking process for employees who travel regularly to the same location
- Robust reporting capabilities and data provide visibility into employee spend trends
- Broadcast communication functionality makes it quick and easy to reach all travelers with news of special discounts, changes in policies and emergency information
- User-friendly travel booking process, allowing travel managers to focus on other responsibilities

According to Froman, a veteran in the corporate travel industry, implementation was fast and flawless – less than two months. "We have come a long way since the early days of online travel tools. Concur is the only online booking tool I have implemented without any end-user issues. All of our travelers are truly happy with Concur – not one single complaint in the year since implementation. Concur is, hands down, the online booking tool to use," says Froman.