

“Working with *Travelocity Business* we are saving time and money, while making it much easier for our employees to travel.”

ELLEN HANZL
ASSISTANT VICE PRESIDENT
TRAVEL SERVICES
COMPUTER ASSOCIATES

Computer Associates transforms corporate travel with Travelocity Business

Computer Associates International, Inc. (CA) is a \$3 billion eBusiness-management software company that serves organizations in more than 100 countries, including 99 percent of the Fortune 500 companies. The Company, which is headquartered in Long Island, New York, has won widespread acclaim for its technical innovation, customer focus and commitment to workplace quality. CA has more than 15,000 employees worldwide.

In late 1999, the travel group at CA decided to roll out the *GetThere*[®] corporate online booking tool for North American business travelers to reduce phone call traffic to its travel agency and to reduce the time travelers waited on hold for assistance.

After implementing the online booking system, the Company launched an extensive internal communications campaign to educate travelers about the tool's benefits. Strong support from senior management also helped encourage employees to book their trips online. Travelers were pleased with the system because it was much easier to make reservations by accessing travel data via CA's corporate Intranet.



Armed with knowledge of how online booking technology had reduced costs, CA began examining other parts of the travel management process to see where the program could be further streamlined. CA decided to roll out the full-service solution from *Travelocity Business*SM. *Travelocity Business* provides not only the online booking element of CA's travel program, but also all the service that occurs before, during and after a traveler makes a travel reservation.

“We're constantly looking to reduce costs and increase efficiencies. We felt *Travelocity Business* was focused on meeting our needs by streamlining the entire travel management process,” said Ellen Hanzl, assistant vice president of

Travel Services at CA. “Working with *Travelocity Business* we are saving time and money, while making it much easier for our employees to travel.”

During the transition to the new offsite fulfillment program, *Travelocity Business* provided a single point-of-contact to the travel team for all communication, regardless of whether it pertained to the online booking system, fulfillment or support. There was no need for travelers to learn new processes, as all travel calls were automatically rerouted to one of *Travelocity Business*' fulfillment centers.

In addition to providing CA with online booking capabilities, services now managed by *Travelocity Business* include:

- **Fulfillment.** Ticket processing, file finishing, unused ticket tracking, ticket changes, cancellations, refunds, voids and exchanges were now handled by a low-cost fulfillment center;
- **Twenty-four hour ticketing and help-desk support.** True 24-hour service to complement its 24-hour online booking tool at no additional “after-hours” fee;
- **Differential pricing.** Instead of paying a flat rate for fulfillment, CA tailors its program to pay fees based on the amount of service required per transaction. Online bookings cost the company less than bookings that require additional service;
- **Dashboard report.** Consolidated monthly report showing both online and offline travel booking activity and associated costs. The report was then used to demonstrate to upper management the savings online booking provides and to more accurately forecast future travel costs.

The *Travelocity Business* program has provided CA with a powerful way to maximize online booking, service and fulfillment with one vendor and one point of contact. Since implementing, the company has reduced its travel transaction fees by 50 percent, and reduced travel support staff by 50, due to increased productivity for employees and travel staff. Ellen Hanzl was even recognized as 2003 Travel Manager of the Year by *Business Travel News* for her adoption of this innovative, and cost-effective travel management model.