

The storm before the calm – Managing successful TMC and booking tool implementations

Carol Randall

Founder and MD, Sage Travel Consulting

Kerrie Henshaw-Cox

Global Category Lead, AstraZeneca Business Travel



Masterclass 'The storm before the calm'

Managing successful TMC and booking tool implementations



Carol Randall

Founder and MD, Sage Travel Consulting



Kerrie Henshaw-Cox

Global Category Lead, AstraZeneca Business Travel



What makes us qualified to run this Masterclass?

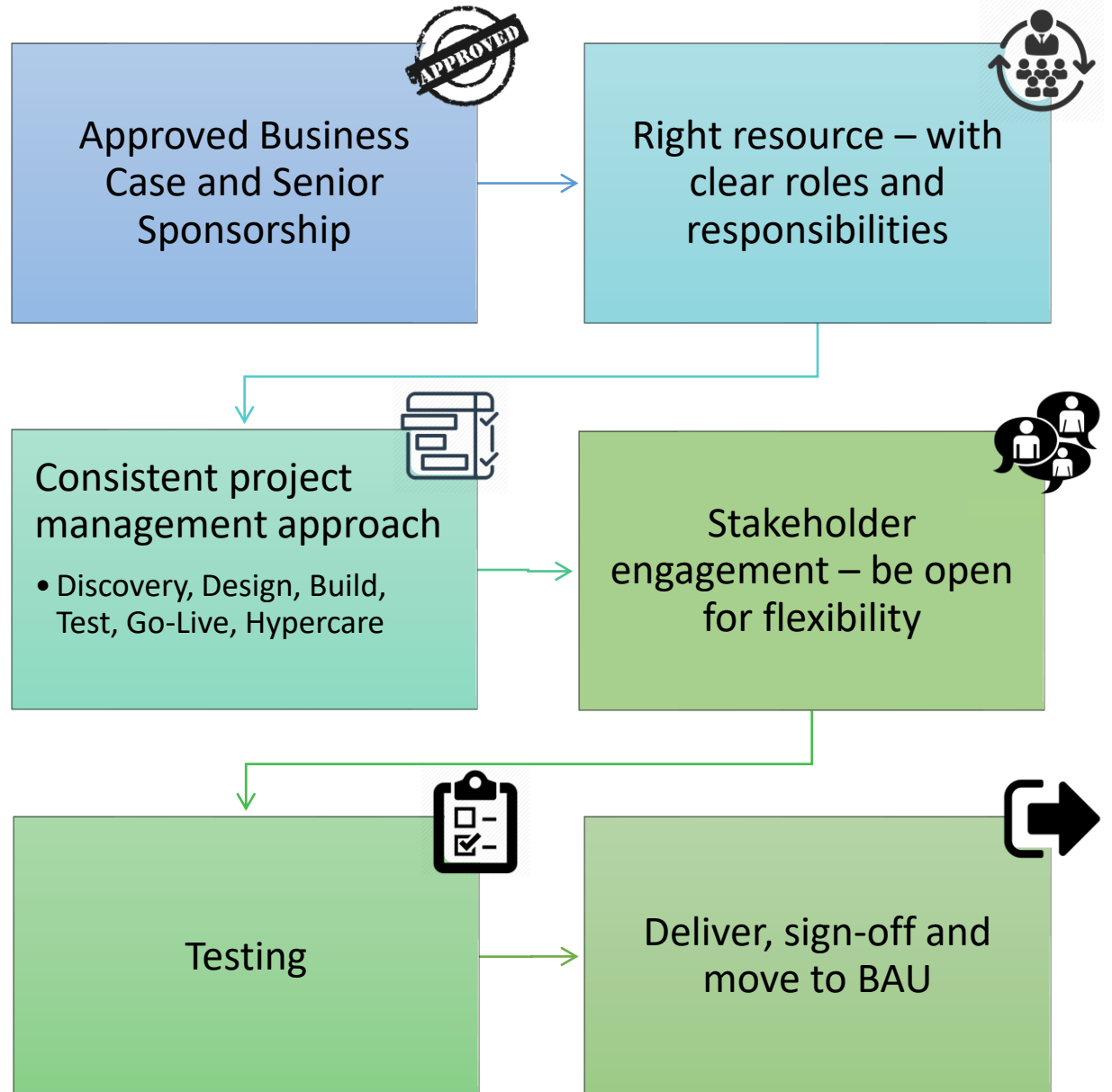
- Non-mandated consolidation to single TMC
- 73 countries implemented
- 30 Concur OBT implementations + 3 local OBTs
- 7 months of intensive phased go-lives
- Business Travel Awards – Highly Commended

What makes us qualified to run this Masterclass?

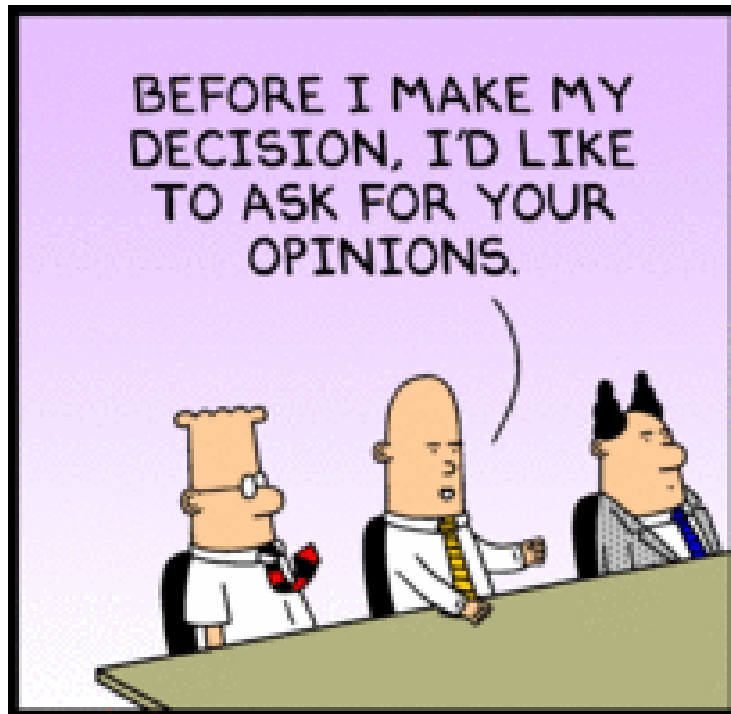
- Non-mandated consolidation to single MC
- 73 countries implemented
- 30 Concur OB implementations + 3 local OBTs
- 7 months of phased go-lives
- Business Travel Awards – Highly Commended



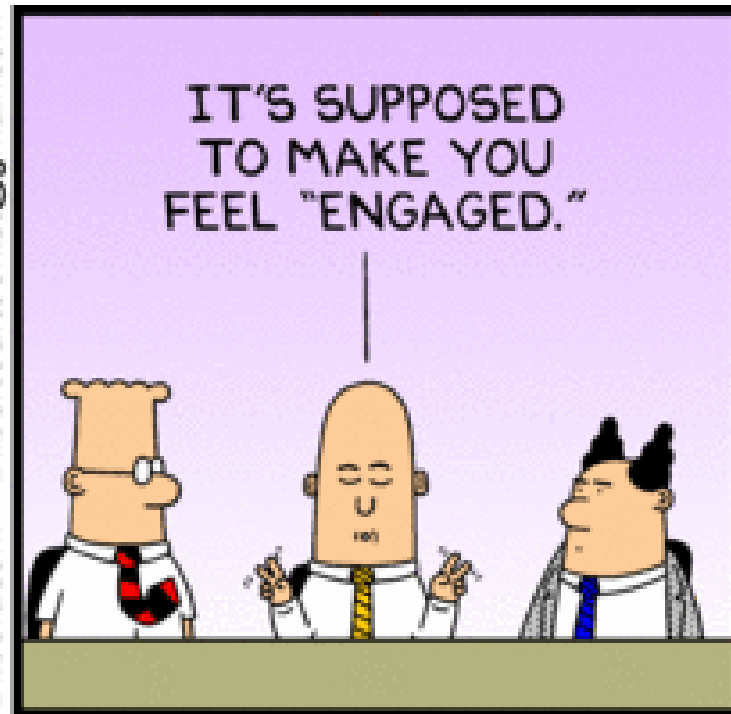
Key Principles



Stakeholder Engagement is critical.....



Dilbert.com DilbertCartoonist@gmail.com



12-19-12 ©2012 Scott Adams, Inc./Dist. by Universal Uclick



Stakeholder
Engagement
must be at the
heart of what
you do

Travellers

Business
Leaders

Local Travel
Managers

HR

IT

WIIFM

What's in it for ME?
(Not YOU..... The customer).

Finance

Comms

Procurement

Value Proposition = the value of change (ROI) must exceed the cost



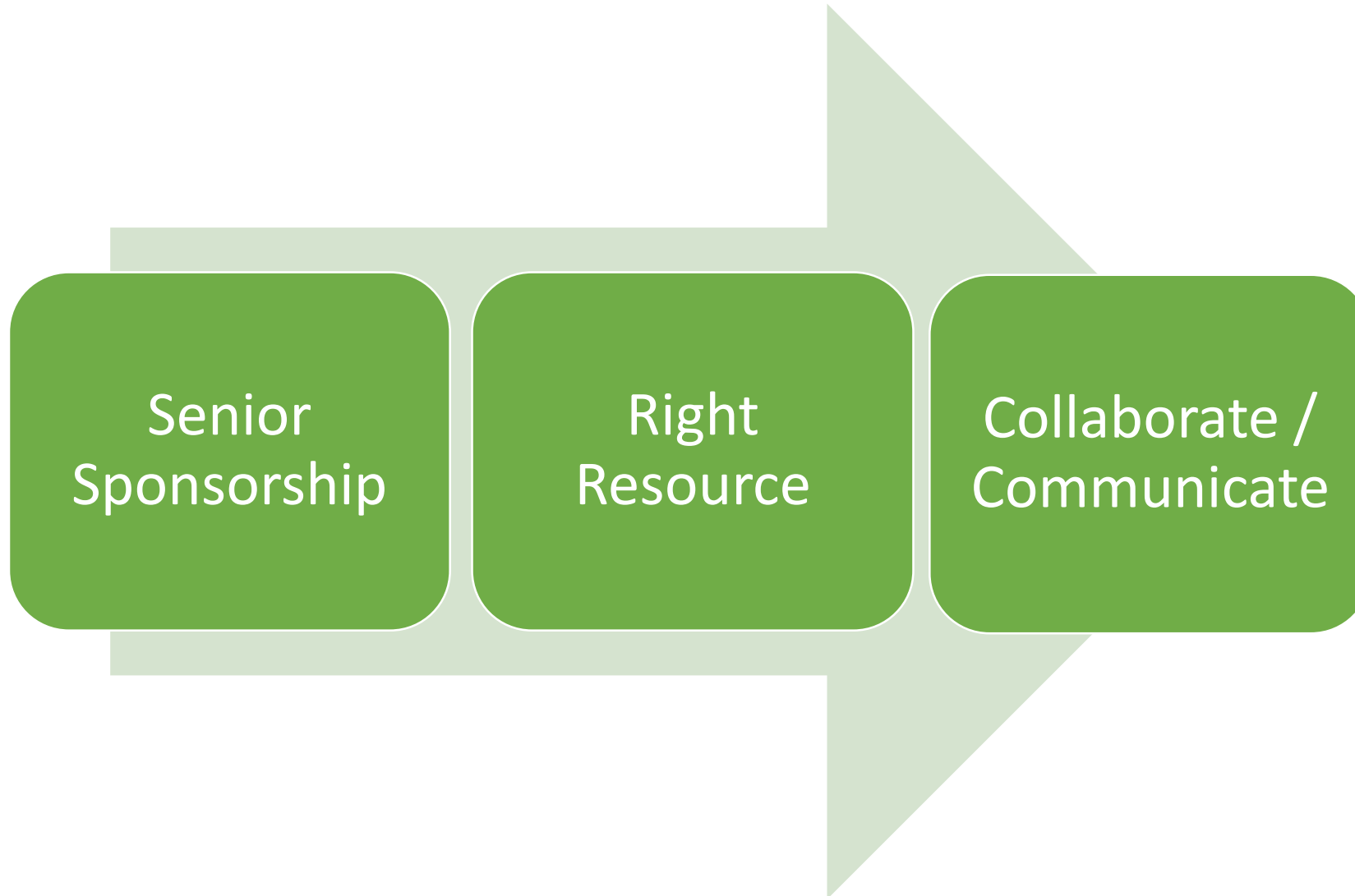
Value of Change

Cost of Change



What is the title of this slide ? 😊

3 Key Takeaways



The storm before the calm – Managing successful TMC and booking tool implementations

Carol Randall

Founder and MD, Sage Travel Consulting

Kerrie Henshaw-Cox

Global Category Lead, AstraZeneca Business Travel

