

Selfcontrol - lower costs, more control

A London-based group of independent shipbrokers was looking for an agent capable of introducing tight controls over their travel arrangements, with a view to improving efficiency and cutting costs.

Individuals were making travel arrangements themselves through a variety of channels. Consequently, there was no control on expenditure and no management information available.

Hatch Ferguson proposed the group create the post of a travel booker, through which all travel arrangements would be channelled. Working with Hatch Ferguson experts, the company developed a detailed travel policy, which was strictly enforced by the travel booker.

A key recommendation was the introduction of Hatch Ferguson's powerful Selfcontrol travel portal which features a comprehensive array of self-booking and management tools. In particular, Selfcontrol gave the client the ability to analyse data prior to money being committed.

The client moved from a situation where costs were high and information poor to one where the Selfcontrol portal provided rigorous controls over expenditure and the management information needed to ensure high levels of operational efficiency.