

Automated Mass Booking Solutions Help Reduce Travel Managing Headcount and Cut Travel Costs by Over 70% and Save Millions Annually.

A customized solution helped a mining giant to optimize travel to mission-critical remote sites and reimagine gold-level VIP travel.

The Challenge

When the client was with their incumbent travel management company (TMC), they were unable to access the best fully flexible fares, could not properly manage fly-in, fly-out (FIFO) travel for their workers, had too many credits stored with their TMC, and could not provide the right travel experience for VIPs.

Solution

American Express Global Business Travel (Amex GBT) worked closely with the client to customize Amex GBT's proprietary automated mass booking solution. It was integrated directly with the client's crew management tools to optimize travel to their mission-critical remote destinations, including remote iron ore and copper mines.

Achievements

The client cut travel costs to and from their mine in South Australia by over 70% and eliminated inefficiencies through reducing headcount internally.

At a Glance



Industry:
Mining

Revenue:
\$44 B (2022)

Number of Employees:
80,000





The Challenge

The client faced several major challenges with their global travel solutions before partnering with Amex GBT. One of the biggest problems with the previous TMC involved the **inability to access the best fully flexible fares for their travel**, which resulted in them paying more than they should have for flights.

Another issue the client faced was that they could not properly manage FIFO travel for their workers. They used to book huge FIFO rosters for thousands of travelers a week, and each trip had to be booked individually, costing much time and money.

In addition to these challenges, they could not effectively use credits stored with the TMC. This was a significant issue as it meant that the client was **not maximizing the value of the credits, affecting cost efficiencies**.

Then, VIP bookings were incorrectly made, with **travelers stranded at airports** and having to solve their travel disruptions themselves. VIPs also often arrived at hotels only to find that their accommodation was not booked, and, in some instances, they were sent the wrong invoices.



Solution

Amex GBT integrated its automated mass booking tool into the client's crew management system. API access simplifies how easily the client's travel managers can use systems they are already familiar with to better manage travel to mission-critical point destinations, including remote iron and copper mines. Amex GBT went to Adelaide to personally work with the client to **develop a custom-fit solution for their travel management team** in Australia.

Achievements

The client's travel management team reduced staffing needs because of new efficiencies and speed enabled by Amex GBT's automated mass booking solutions. This newly empowered travel management team has reduced travel costs to and from their mine in Adelaide and can handle month's long booking windows for their petroleum unit within hours. FIFO travel is now handled automatically for thousands of workers, revealing annual savings. By partnering with Amex GBT the client has reimagined the implementation of white-glove service with gold-level VIP offerings, which has been a game changer for their executives.

>70%

less travel costs to and from critical mine sites.

Millions

of dollars saved annually due to optimized travel.

To find out more about how Amex GBT travel solutions can support your mining operations, reach out to us.

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