

# Centralizing Travel Management to Advance round-the-clock Global Travel Support and Improve Experience for Travelers in 14 Countries.

A first-of-its-kind customised 24/7 travel hub to streamline marine and offshore air, rail, and visa travel arrangements for a key client in the Nordics.

## The Challenge

A global marine company looking to consolidate the number of travel management companies it was working with, totaling 60 different agencies at one point, to streamline its travel management experience via a two-agency model.

## Solution

American Express Global Business Travel (Amex GBT) worked with the client to establish a Copenhagen hub to manage travel for 14 European countries and global crew with domestic travel needs in Australia and Southeast Asia.

## Achievements

Amex GBT's proprietary, in-house solutions enabled the client to restructure its organization to create new teams in Manila, Singapore, and Copenhagen to effectively provide 24/7 support across all time zones. Besides enjoying more visibility into streamlined booking management, the client can now effect bulk cancellations and rebookings at the scale its global operations require.

## At a Glance



### Industry:

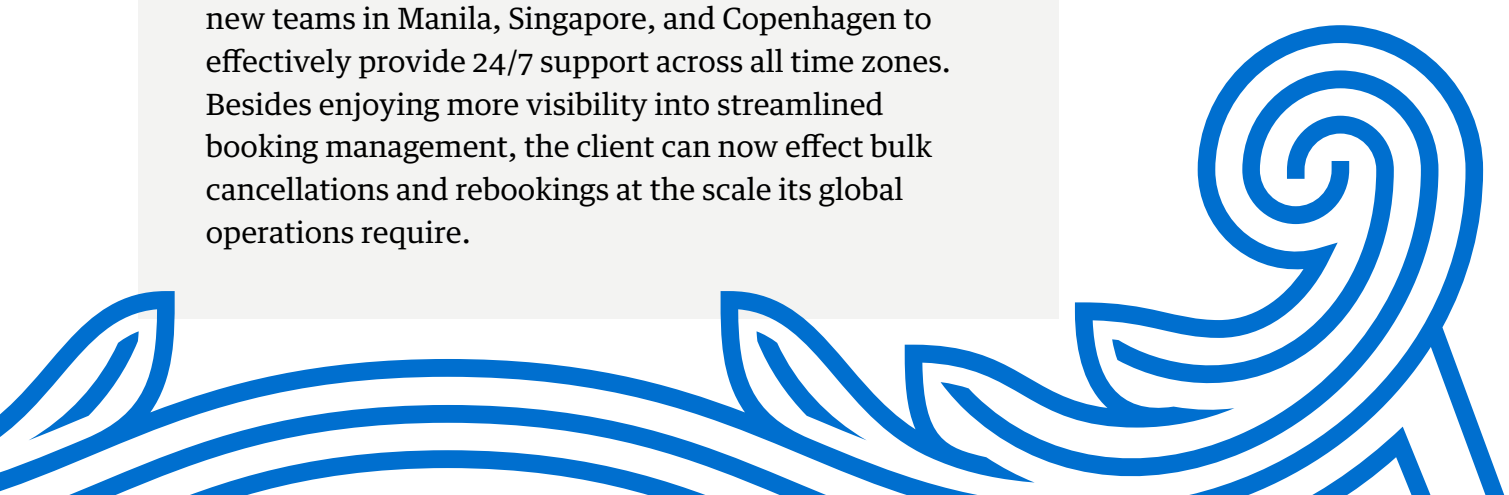
Freight transport and logistics

### Revenue:

\$81.5 B (2022)

### Number of Employees:

110,000





## The Challenge

Before partnering with Amex GBT, the client was working with over 60 travel agencies, which required a lot of management. The fragmentation led to several issues, including cost inefficiency, no centralized management over travel arrangements, no comprehensive analytics into the client's travel spend, and inefficient travel program optimization. Amex GBT provided what the client required to consolidate its travel management needs and streamline crew and executive travel to create a better travel management experience with more efficiency and cost savings. Their partnership with Amex GBT has lasted over 14 years and continues to grow as the client pursues new business targets.



## Solution

The client's Copenhagen hub manages travel for various travel modes, including marine, rail, and air for staff in 14 European countries. It can effect bulk cancellations and rebooking at a scale Amex GBT can support. Amex GBT has also helped the client manage domestic travel needs in other parts of the world, including Australian and Southeast Asian fares that account for 75% of the client's crew visas. Through our in-house documentation flow product, we also act as a visa-handling agent to automate how the client can contact agents, secure visas, and dispatch letters to sea fares.

## Achievements

In some use cases, the client can effect up to 5,000 bookings in under three hours with Amex GBT's automated mass booking solution. As a result of this collaboration, the client has been able to restructure its offices in Manila, Singapore, and Copenhagen to improve its round-the-clock travel support for its global travelers.

# 14

Countries' travel managed by one centralized hub.

# 5,000

Cancellations or rebookings in under three hours.

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

[Get in touch >](#)



GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express GBT Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express. @2023 GBT Travel Service UK Limited.