



Hurley Travel Experts consolidated and streamlined PenBay Solutions' (PenBay) travel program by providing a blend of traditional full-service travel reservations with the latest online booking technology allowing PenBay full visibility into their overall travel spend and significant savings.

Who is PenBay Solutions?

PenBay brings the power of geographic information systems inside the building working with clients around the world. Using robotics, mobile data collection and tools for analysis and visualization, they provide clients the spatial insight they need for better-informed decisions.

What were their challenges?

Employees were primarily making their own travel arrangements through various on-line sites with little or no direction. A few travelers were not familiar with how to book travel so they had one employee book two one-way airfare tickets because they didn't know there was such a thing as "round trip".

PenBay has ten individuals who travel at least 50% of the time to client sites that are both domestic and international. The UK and UAE are two primary international destinations, but China and Canada are also in the mix. Domestically, they see a lot of travel to the west coast, Colorado and Florida. They had no emergency travel assistance for their travelers when things needed to be changed or went wrong.

PenBay had a number of frequent flyer accounts and discount programs with several of the airlines and auto rental companies, but they were rarely used. They had credit cards issued to their frequent travelers, however it was not a true p-card system, which made it difficult at month end for reporting. Expense reporting was a manual process so they had an

issue related to timeliness of submission.

PenBay had a travel policy however compliance was poor at best and their was no way to know overall what the company was spending on each travel category: air, car, hotel or what they were spending with each supplier in each of these categories.

What solutions did Hurley Travel Experts create?

Hurley has a team of experienced travel advisors with a lead agent and a backup agent who are familiar with PenBay and how they like to travel. We married this with our on-line booking tool so that travelers would have the option to book with an advisor, on their own or a blend of both.

When the traveler books on-line, an experienced travel advisor reviews each reservation manually to double-check the fares, best routings and avoid "user" errors. During the transition period a customer care consultant called the traveler after each reservation to ensure a smooth transition.

We are affiliated with BCD travel that employs over 13,000 employees worldwide in more than 90 countries representing \$14 billion worth of buying power. This means PenBay has local access by working with us in the US and any of our affiliates around the world who know the local travel market and are able to combine the travel spend for overall visibility using the same travel program and have access to BCD's negotiated rates.

We have a 24/7 emergency number that is available in over 60 countries which means PenBay's travelers always have someone to call if they are stuck because of weather or any other emergency. This means PenBay's travelers can have peace of mind whenever they travel.

Hurley Travel Experts creates detailed company and individual traveler profiles that store both the company's and the individual's frequent flyer number so that in essence the company is "double-dipping" to obtain maximum savings from suppliers. The detailed reporting allows us to further negotiate discounts on PenBay's behalf.

PenBay's travel policy and all of their vendor discounts are loaded into their own travel on-line booking portal and notifies the traveler when they are booking out of policy and asks them to state the reason and then it e-mails the appropriate person for approval.

Proven results:

After only three months of working with Hurley, PenBay realized a savings of over 10% on their total spend that proved Hurley Travel Experts guarantee that we will save a company more than what they spend with us.

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