CASE STUDY

of **eDF** ENERGY

18M€
of Travel expense

5%
Global annual Saving

19,488 users
Travelling employees

89%
Online adoption

THE COMPANY

London Electricity was acquired by EDF in 1998, merged with SWEB (South-West) and 24 Seven (Eastern) to form LE Group (part of EDF). The company then purchased Seeboard (South-East) in 2002 and became EDF Energy.
In 2009 EDF Energy took control of British Energy establishing EDF Energy as the nuclear generator for the UK the UK's largest, and pre-eminent generator of low carbon electricity.
In 2010 EDF Energy was sold to Cheung Kong Infrastructure group (CKI) and is now operates as UK Power Networks.

Since then, EDF in the UK has invested significantly in renewables and diversified into electrical services, battery storage and electric vehicle charging.
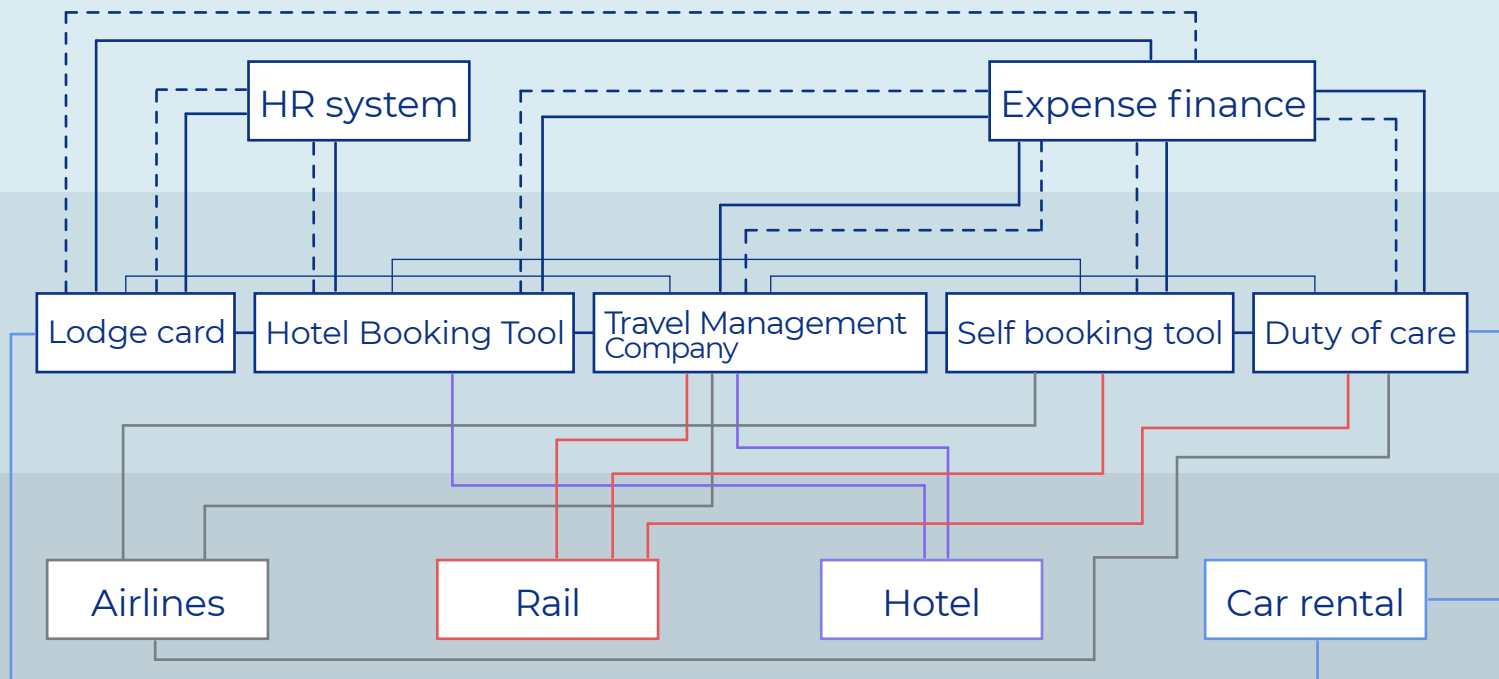
THE CHALLENGE

In 2018, EDF put their travel management contract out to tender, seeking a cost competitive TMC and a modern, easy to use online booking tool capable of adapting to the changing demands of travellers and the industry.

EDF had a well established travel programme but felt that it was not evolving. Also, while the front end for the traveller was relatively simple, the infrastructure supporting it was complex.

Travel Planet's combination of the functionality of our online booking tool "Click and Control" - a modular market place with all elements (air, rail, hotel and renting car) in a single place, our vision for developing the tools and our commitment to excellent 24/7 service led to the decision to sign a 5 year contract with Travel Planet.
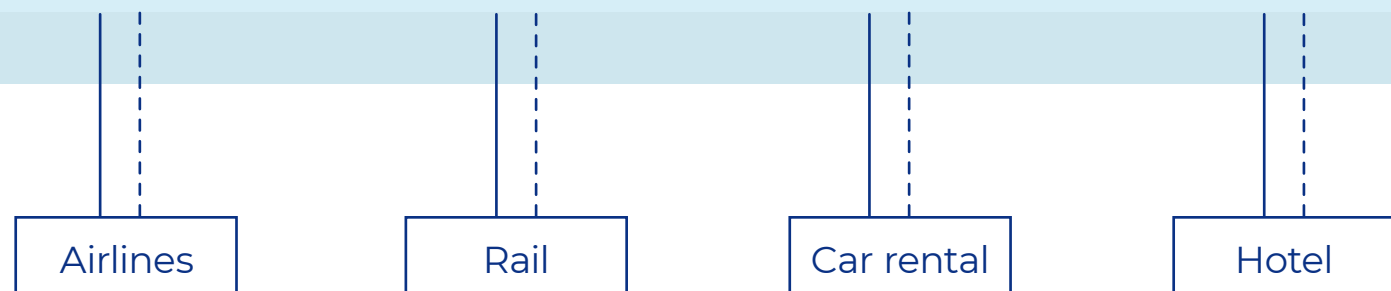
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Time to change

Technical flow
Contractual flow

eDF

HR system

Expense finance

Lodge card | Hotel Booking Tool | Travel Management Company | Self booking tool | Duty of care

Airlines | Rail | Hotel | Car rental

Technical flow
Contractual

HR system

eDF

Expense tool

Deal

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United Kingdom

C Click and Control
by Travel Planet

Marketplace | Duty of care | Service offline | Business intelligence | Invoicing & Clearing

Airlines | Rail | Car rental | Hotel

THE IMPLEMENTATION

The implementation began in March 2019 all users had migrated by the end of June 2019. In addition to being an Online Booking Tool - a travel marketplace, Click & Control provided a policy control environment, business intelligence reporting & an invoice repository.

STEP 1: DISCOVERY & DEFINITION

A workshop was held with EDF to define travel policy, accounting process and user profile management. This produced an implementation plan specifying online/offline set-up, travel policies, invoice requirements, user profile feeds and other implementation steps.

Travel Planet's ownership of the system as well as the underlying content, meant that we were able to adapt the toolset and, in the longer term, our development roadmap to incorporate new functionality required or desired by EDF.

STEP 2: CONFIGURATION OF EDF PORTAL

The key focus of the project was to ensure that the system maintenance was as automated as possible, taking a direct feed from the EDF HR system initially, but thereafter using regular feeds to add new employees and control the leaver process. This connection included all data (profiles, organisational data – to allow variable policies and approval levels – and cost centres to facilitate cost allocation. We also delivered:
A direct API for Car Hire, which had not been possible in with previous booking tool
A direct connection with Premier Inn providing access to their best rates
A VIP desk with a dedicated team for the Executive Team
Other items, not part of the original scope, included
adding content for EDF's owned training and construction related properties to Click and Control, increasing occupancy and reducing accommodation costs with external provi-

ders in these locations
Changing the payment method to a fully secure virtual payment solution and providing a file to allow the billing and cost distribution information to be with EDF's expenses process.

STEP 3: PILOT

To provide reassurance for EDF business travel managers , we operated a pilot to test the set up of Click and Control and the data flows.

STEP 4: DEPLOYMENT

A team comprising 8 dedicated agents under a Team Leader manage the account. The team are responsible for managing off line and complex bookings, confirmation of on line bookings where required and support for travellers where plans change.

We also provide out of hours support – at no additional cost – to ensure that should a traveller encounter a problem, we are there to assist.

A key element of the deployment was spending time visiting EDF's key locations to introduce the service and the key staff to EDF's booking and travelling community.

STEP 5: GO LIVE

Go live was by EDF business unit and commenced in May 2019, with the migration completed by the end of June 2019.

The change has delivered improved functionality at a significantly reduced cost for the service. A survey of users, carried out by EDF c.6 months after the implementation indicated user satisfaction at and in some cases above the level with the – well established and popular - previous process.

As at October 2020, we continue to enhance our offering and are currently working with EDF to develop an enhanced pre-travel approval process and a replacement for their emergency traveller location and communication system.

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"TRUST ME" with Simon Prince

8 Years as a Business Travel Manager

Your mission: To ensure the users are happy with the services we provide

Your skill: Supplier Management and Analytics

As a Business Travel Manager what have your major challenges been?
Working with our users to facilitate the change to a new supplier and getting them comfortable with the new innovations.

How did you proceed to select the right TMC Company?
All suppliers are scored on their market knowledge, technical ability and, of course, price.

How did you hear about Travel Planet?
Via EDF Group Procurement.

At the end why did you choose Travel Planet?
They fulfilled all our requirements (knowledge / technical ability / best price), PLUS were receptive to new ideas and – owning their own booking tool – able to deliver them, rather than simply selling us an off the shelf 3rd party product.

How did you find the implementation process?
It was a fairly traditional approach – we identified our requirements added them to what was already there, had a pilot and then a phased release to each of the Business Units.
The implementation went as well as we could have hoped for. Inevitable issues were quickly identified and remedied within a reasonable timescale by the TP teams.

How was your relationship with Travel Planet Customers Teams?
During the implementation, the relationships with some of our internal teams were strained at times (as you would expect with such a significant change but the relationship between TP and EDF was always geared towards a common goal.
We had structured weekly meetings, the relationship with Travel Planet's customer services team remained strong and upbeat throughout the implementation and continues today.

What about your new challenge as a Business Travel Manager after Covid 19?
COVID is here for the long term and every industry will have to adapt to it. For Business Travel, everyone will be monitoring travel

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patterns more closely than ever before. Therefore, I am
now monitoring the booking data and statistics daily, instead of monthly. Everyone within our company has a duty to question the business value of all trips for the foreseeable future.

How Travel Planet will help you to keep safe and safety your business travellers?
I would expect Travel Planet to continue to provide us with a selection of safe and responsible 3rd party suppliers within their booking tool and to keep track of every traveller that has booked through their system online or offline. Travel Planet are looking to implement Risk Messaging for us very soon as well as other new innovations and enhancement to help us through these uncertain times.

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