



# DU Business Travel

Managing Travel • Maximizing Business



# Trucking Company - Case Study

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## About the Client

The client is a top 30 Midwest-based trucking company serving clients for over 50 years. They provide comprehensive transportation and logistics services, including dedicated, flatbed, home delivery, and more.

## Client Challenge

The trucking industry freight market trough, increased fuel costs, car rental shortage and driver scarcity compelled the client to engage with DU Business Travel (DU) to audit their travel program to determine how to achieve the following goals:



Identify and  
achieve cost-  
savings  
opportunities



Simplify car rental  
processes for their  
recruiters and  
fleet managers



Establish more  
reliable sources  
for car rental  
availability

## DU Solution

DU designed a travel management system to simplify and standardize reservation processes for recruiters, fleet managers, and employees while providing spend visibility for five operating companies and the finance team. Specific deliverables included:



### Client Discovery Report:

DU performed extensive discovery with multiple stakeholders across the client's five operating divisions, uncovering opportunities to streamline the reservation process for recruiters and fleet managers. In addition, DU engaged with the sole operating division utilizing an expense management tool to advise on the process for implementing the tool across all divisions.



### Quantified Savings Report:

Custom mid-office configuration was developed to quantify achieved savings from the client's and DU's contracted rates, as a part of the organization's cost structure savings initiative. In conjunction with the client's procurement and finance teams, the custom quantified savings report is delivered monthly.



### Recruiter Rental Car Reservation Process:

The client was utilizing a labor-intensive, manual spreadsheet to request agent-booked reservations. DU recognized the opportunity to train recruiters in the use of an online booking tool, which lowered per reservation fees and achieved significant time-savings for the recruiting department.

## Results and Benefits

Amid the freight market trough, inflationary pressures, driver shortage, and additional headwinds facing the trucking industry, DU partnered with the client to optimize their travel spend category in support of their enterprise-wide cost structure review and goal of better managing costs across all expense categories.

The custom travel management solution streamlined reservation processes across the company's operating divisions for recruiters, processors, fleet managers, and employees. This resulted in a significant time-savings benefit for recruiters as they no longer had to rely on manually filling out a reservation spreadsheet.

Spend and savings data was reported per operating division and aggregated to identify savings opportunities and quantify actual savings generated from the client's contracted rates and DU's negotiated rates. With this data DU advised the client on travel suppliers that could best support their operating needs. In addition, the client was able to establish a cost-savings run rate for the travel category.



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DU Business Travel (formerly Travel Leaders / Destinations Unlimited) helps companies achieve their travel program goals. Through data analytics insights, we empower our client partners to make informed decisions around supplier selection, savings strategy, and preferred traveler behaviors, leading to better program outcomes. We provide travelers with innovative tools that help them be productive and safe on the road, while providing support 24/7/365. With our AI-powered travel risk management platform, companies have an innovative tool to use in their duty of care plan. As a member of Travel Leaders Network and Internova Travel Group, which has sales of \$5.7 Billion, we are able to provide our clients with the buying leverage and travel industry clout that our membership affords us, while at the same time providing proactive, high-touch service.

For more information, visit [www.dubusinesstravel.com](http://www.dubusinesstravel.com).