

CASE STUDY:

Sourcing and Negotiation of Travel MSP

Situation:

Legacy travel MSP unable to keep pace with company's 20% global YOY growth, and service levels were suffering, as indicated by corporate travelers' feedback.

Objectives:

- Increase service levels while maintaining visibility and managing costs.
- Replace legacy travel MSP, with more customer-centric, innovative partner with minimal disruption

Results:

- **Completed RFP process in 10 weeks**, from initial criteria setting to contracting new partner, **saving 140+ client hours***
- Negotiation resulted in **reduction of agency fees ~40%**

Why Matchbook?

Feedback and Outcomes

"What Matchbook did for us with travel was perfect. The solution they provided us with was fantastic. We had support from the whole entire company. We were excited about the change."

Outcomes of Matchbook support

- Allowed organization objectivity in sourcing the right solution at the right time
- Ensured compliant, trackable vendor selection process
- Savings realized from travel MSP implementation more than covered cost of Matchbook services