



Client Case Study: Achieving Efficiency in the Hotel Process

Garmin collaborates with Acendas Travel to implement efficient and cost-effective hotel program

With manufacturing facilities, offices, vendors, clients and associates located around the globe, travel is an important and resource intensive aspect of operations for Garmin International.

Securing accommodations for travelers is one particular element of travel operations to which the Garmin travel department has typically dedicated significant resources.

It begins with the RFP process and continues throughout the year in booking, payment processing, rate verification, troubleshooting and more. Managing and developing a hotel program can be daunting and

a source of stress for travel managers.

Enter Acendas Travel with a plan to collaborate in the hotel program development with the goals of lessening the time spent managing it, eliminating tiggers of stress as much as possible, providing on-going verification of rates and contracted amenities, and delivering ongoing analysis of usage patterns.

The plan afforded Garmin travel staffers to be involved in the process as much as they wanted, with Acendas Travel hotel desk associates providing periodic updates. Garmin travel staffers, initially reluctant to give up hands-on control, agreed to take a "monitoring" approach.

Acendas Travel staff implemented a process to organize Garmin's program and then offered ongoing support (see blue box to right). From Garmin's perspective, staff was able to free up time for other projects and eliminated the stress it had experienced in the past by going at it alone.

Hotel Program Support

Request for Proposals

- Submit
- Track responses
- Negotiate
- Accept offers

Load & Verify rates

Ongoing Support

- Address rates falling out of system
- Analysis of usage patterns and travel destinations.

When we were going through our hotels, Acendas Travel was able to point out locations where we had a good amount of room nights and suggested we might consider a preferred hotel in that area. It was very helpful as we are too busy to look closely at other areas that we might frequent.

*Lisa Bedrique, Travel Coordinator
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