

United States Chamber of Commerce

- ▶ **Challenge:** To overhaul the USCOC’s travel system in order to create efficiencies, eliminate redundancy and reduce spending.
- ▶ **Solution:** Develop a state-of-the-art travel management system from the bottom up.
- ▶ **Results:** Saved nearly a quarter million dollars in travel. Average ticket price decreased from \$591 to \$459. Preferred supplier agreements established and maximized.



National Telecommunications Cooperative Association

- ▶ **Challenge:** To find dramatic savings on airfares and fees.
- ▶ **Solution:** Implement and promote an on-line booking program at maximum adoption levels.
- ▶ **Results:** Annual savings of \$177,106 in combined airfares and fees and a 24/7 reservation system with 80% adoption.



King Abdullah University of Science and Technology

- ▶ **Challenge:** Recruit students and faculty to develop the university’s faculty and student body for the first time. Travel for thousands to Jeddah around Ramadan. Integrate travel management globally.
- ▶ **Solution:** Global travel management system developed to include preferred suppliers, group block management, approval processes, policies, & accounting procedures that integrate with travel partners in Europe and Middle East.
- ▶ **Results:** Delivering lowest fares globally, asked to take on additional project segments, NPS score of 10 YTD. Launch 9/09.



National Sheriffs’ Association

- ▶ **Challenge:** To quickly and safely send home hundred’s of America’s sheriffs and their traveling companions from their 2001 annual convention, directly after the 9/11 terrorist attacks.
- ▶ **Solution:** Proactively re-accommodated the travelers by extending hotel stays, finding rental cars and once everyone was safely home, requesting flight refunds and exchanges.
- ▶ **Results:** The Association praised MacNair for its advocacy and persistence during such challenging times.



McCain Presidential Campaign

- ▶ **Challenge:** To book and coordinate travel for their run for the 2008 election.
- ▶ **Solution:** Provided the campaign with an online booking tool as well as an onsite travel consultant to accommodate the large volume of unpredictable complex travel at a value for staff and guests (online and full service).
- ▶ **Results:** The campaign booked over 6,159 trips and saved \$142 per airline ticket booked through MacNair vs the national average, for a total savings of over \$870,000 in airfare. We were also praised in writing for systems developed and service.



Leading Authorities

- ▶ **Challenge:** To manage the speaking engagements, appearances and travel reservations of the most well-loved VIP speakers in the world.
- ▶ **Solution:** Assigned the most seasoned and discreet consultants to the project who could provide multiple changeable airfare options for VIPs.
- ▶ **Results:** Provided speakers with exemplary and trusted service at reasonable rates to the extent that one of the speakers (a well-known author) utilized MacNair and its staff as an example of legendary service in one of his books.



American Israel Public Affairs Committee

- ▶ **Challenge:** Among the components of AIPAC's travel requirements was the need to develop an online reservation system to manage travel for groups of students of up to 400, who travel to DC on behalf of AIPAC.
- ▶ **Solution:** Customized guest site that included policy parameters, preferred suppliers, no trip approval and unparalleled support for students and parents.
- ▶ **Results:** 100% online adoption, accolades and an average ticket cost that was most recently \$217 less than the domestic national average.



Kaseman

- ▶ **Challenge:** Move staff and consultants for a government contractor to (Afghanistan, Iraq, Indonesia, AE, Yemen and Malaysia) efficiently and cost effectively.
- ▶ **Solution:** Assign a highly experienced team of consultants experienced in this area of the world and government travel regulations.
- ▶ **Results:** Accolades, customized Fly America documentation and reporting.

