

CASE STUDY

DESTINUX
EFFICIENCY & SAFETY IN BUSINESS TRAVEL



¿WHAT IS AUXILIAR CONSERVERA?

Auxiliar Conservera is a leading company in the manufacture of metal packaging with a presence in both the national and international markets.

With an accumulated experience of more than 60 years in which it has experienced sustainable growth that has led it to become firmly established in the sector, the company has managed to set up several production centres during this time.

Auxiliar Conservera currently has five factories in Spain and two abroad, specifically in Chile and Germany. The family-owned company maintains a very close relationship with its customers and a firm commitment to business continuity. Today it has a workforce of more than 1,000 people.



SITUATION

Auxiliar Conservera is committed to a Human Resources policy focused on caring for people, which led them to look for a corporate travel management service with an efficient system to facilitate the user experience for all employees. The company needed a complete service to manage the travel needs of the group's employees, many of whom, due to their work activities, require continuous mobility.

The company has a highly international focus, both in terms of presence and approach, and currently has offices in Murcia, Seville, La Rioja, within Spain, and factories in Germany and Chile.

Among its employees, there are two different profiles of travellers: a *business profile*, made up of managers and heads of an area who travel for business purposes and/or projects or monitoring in production centres; and a *technical profile*, which travels both to visit customers and to work centres to provide technical support.

The company was looking to improve its user experience and to be able to count on personalised attention on its business trips to provide security and peace of mind to its employees, some of whom are not used to travelling, so it was essential for them that their workers were attended to at all times, in the event of any need or emergency.

On the other hand, they needed to be more efficient in travel management. Before starting to work with Consultia Business Travel, the company had an internal position in charge of travel management, acting as an intermediary between the agency and the employee, with a heavy workload.

SOLUTION

CONSULTIA
BUSINESS TRAVEL

In order to provide the best solution to Auxiliar Conservera's needs, Consultia Business Travel, a Spanish company specialised in business travel management, developed a management system via APIS with Auxiliar Conservera's ERP through its Destinux technological platform, to help them in the digitalization and subsequent management of trips and to provide them with a personalised service and support for business travellers.

Through Destinux, Consultia Business Travel has provided them with a solution that carries out all the management on a single platform, unifying invoices, delivery notes, which facilitates a correct allocation of costs and expenses, which means a significant saving in the time spent on the management of administrative tasks. This system makes it possible for Auxiliar Conservera to digitalize the areas of manual workload and repetitive tasks and to optimise all the company's back office work.



These are the tasks in which Destinux has helped the company to be more efficient:

- Auxiliar Conservera had not professionalised the area and has managed to establish a basis for structuring information and efficient purchasing policies for all levels.
- They have implemented a system of authorisers, according to their own structure and needs, which allows them to assign and automate travel authorisation processes.
- Through a connection via APIS to their ERP (SAP) they have all invoices generated at any time in their system, with up-to-date data of travelling users from a workforce of more than 1000 employees, which has enabled them to save time and eliminate errors and setbacks.
- Thanks to the information system, Auxiliar Conservera can now obtain its own rates, in the case of a large number of overnight stays, which are registered in Destinux.
- Finally, bank reconciliation has been made possible, with a report grouping all the trips and their payment system.
- The savings in these processes have allowed the work processes to be optimised and freed up part of the team that was dedicated to these functions, so that they can dedicate part of their working day to other tasks.

¿WHAT BENEFITS HAVE THEY OBTAINED?

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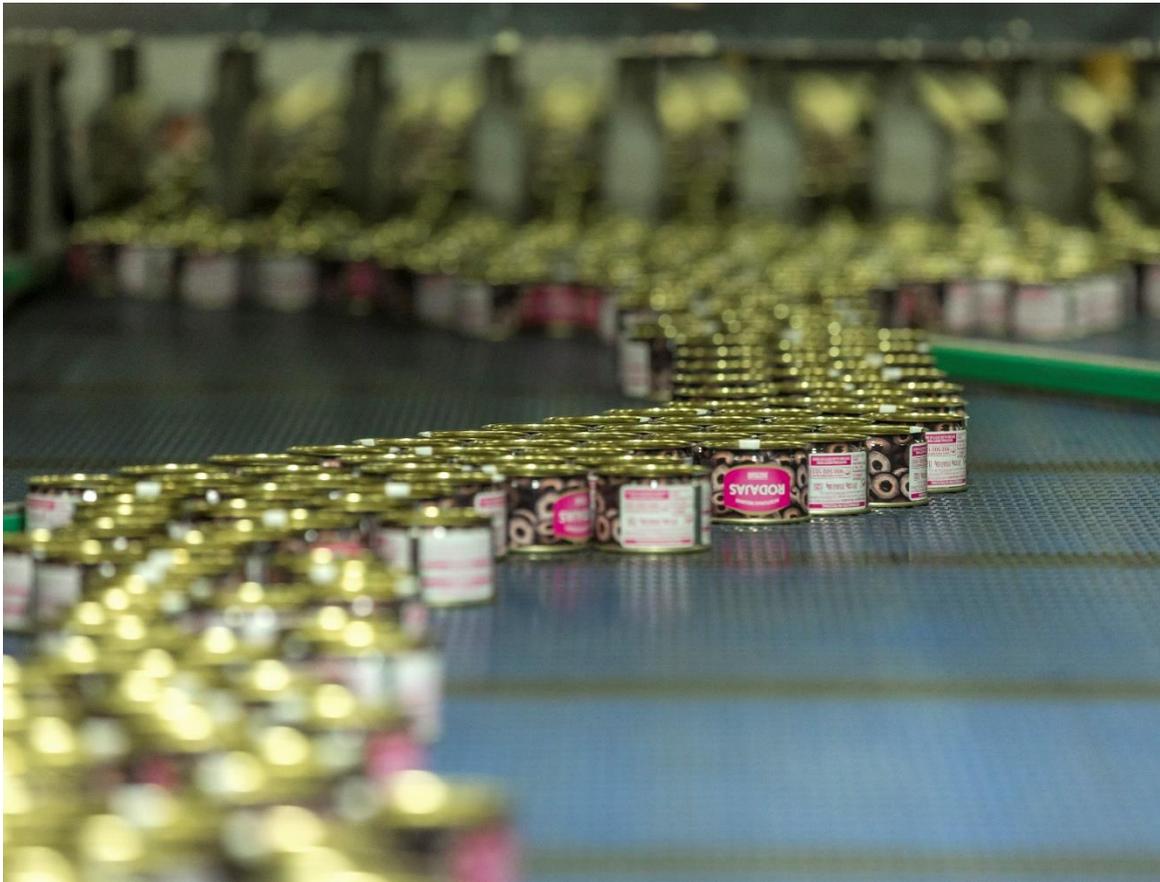
Consultia Business Travel was responsible for the parameterisation of the company's structure, as well as the company's policy to enable efficiency in tasks such as cost allocation and travel authorisation.

The company was also assigned a Personal Travel Assistant to whom any employee can turn to for any need or incident that may arise before, during or after the trip, and who advises, assists or manages all employee requests, as well as ensuring the safety of travellers when they are away.

This has given the company a lot of peace of mind and the human touch they were looking for. Travellers can now focus on the reason for their trip because they can be sure that someone will be there to help them all the way.

Thanks to Auxiliar Conservera's travel request system, the company has managed to improve the user experience. They have managed to professionalise the process with the traveller in mind and make the traveller feel safe in the event of any incidents that may arise, improving the employees' perception of safety.

In terms of internal management, the company previously had three people in charge of travel management. Since the implementation of Destinux, management time has been reduced by 80%, freeing the workforce from this workload, allowing them to perform other tasks within the company.



“For us it is important that all our employees, including those who are not used to travelling, feel safe and have a person to call in the case of any emergency or unforeseen situation. The Consultia Business Travel solution is a good idea and a leap in quality in business travel and has also allowed us to make this area more efficient”.

Agustín Jiménez, HR Business Partner of Auxiliar Conservera Operations.

“It has been a responsibility for us to take on the management of Auxiliar Conservera's corporate travel and we are very pleased to help them. Thanks to Destinux we are making their travel management more efficient and fulfilling their commitment to take care of their employees on their trips. Through our technological solution, we have been able to efficiently address their needs from contracting to planning and management, as well as offering them the personal attention of a professional manager”.

Anabel Leal, Commercial and BTC Director of Consultia Business Travel in Spain & Portugal.



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