CASE STUDY

Find out about Medline's experience with the implementation of Destinux for corporate travel management.

What is Medline?

It is a multinational company, dedicated to the manufacture and distribution of medical and surgical products with solutions and services focused on patient care, the safety of professionals and the efficiency of operational processes.

In 2018, **Medline global achieved more than $11 billion in overall company sales.** Medline currently ranks 32nd on Forbes' 2016 list of the largest privately held companies in the United States.

Today, Medline offers more than 550,000 medical products and clinical solutions to hospitals, extended care facilities, surgery centres, physician practices, home care agencies and providers, and retailers. Its 24,000 employees span more than 90 countries (including the US, Canada, Mexico, Spain, Germany, the UK, France, Italy, Japan, Australia and New Zealand) and include physicians, researchers, engineers, financial experts and 2,000 direct sales representatives.

"I have no words to describe the service you provide, it is exceptional, it is a 10 out of 10. I have not seen in over 20 years of professional travel experience, a company with this level of service and customer satisfaction.

level of service and customer satisfaction"

Antonio Garcia Paine, Vice President Sales & Product Divisions Europe at Medline Europe



What problems did Medline Iberia have?

For the company, corporate travel is a fundamental part of supporting its customers in the different hospitals, so it is very important to have an efficient service that allows them to do their work and always do it on time.

In addition, employees are usually involved in many events, some of them even organise them internally, so they need good coordination and support to ensure that everything goes according to plan.

CASE STUDY

Find out about Medline's experience with the implementation of Destinux for corporate travel management.

The profile of the employee who travels within Medline is an employee who is part of the sales or marketing network and travels both to attend customers and to participate in congresses or sales meetings. Also included in this profile are company managers and management, who regularly travel to different locations to attend meetings with their teams at European level.

Medline Iberia managed its travel under the direction of the head office with a worldwide travel agency. Before working with Consultia, **the problems Medline encountered were both at user level and at management and accounting level.**

In terms of user level:

- They had great difficulty in making reservations.
- The options for choosing flights and hotels were very limited.
- In the event of any problems arising during travel, there was no advisor or helpline to solve the problem.
- The centralisation of travel bookings was done from another Medline entity in Europe and it was very difficult to receive a personalised and timely service.

"We are pleasantly surprised by both their personalised attention and the team that is always ready to provide us with a solution".

Mariví Martín-Hondarza, CFO of Medline.

At management and accounting

- Delays in receiving the corresponding delivery notes and invoices.
- Lack of reconciliation between charges and
- invoices. They did not have a management and analysis module where reports could be obtained to analyse the costs of each trip or of a department's trips.
- The data appearing on invoices and extracts did not correspond to the established and necessary parameterisation at accounting level.
- Incidents with invoices from other Medline Europe entities that did not correspond to Medline Spain. For example, trips from Medline Italy were charged to Medline Spain.
- Problems with internal authorisations for trips that were carried out manually by means of e-mail chains, i.e. they were not automated.



Because of the chaotic situation in which they found themselves due to the lack of technology and the poor service they received, and in order to solve these problems, MedIlne Spain contacted Consultia Business Travel and at that time the Spanish entity requested authorisation from the head office to skip the decision of the world agency and start managing their corporate trips with a new agency, through Destinux, the Consultia Business Travel solution.

CASE STUDY

Find out about Medline's experience with the implementation of Destinux for corporate travel management.

Why did they choose Destinux?

Medline Iberia was looking for a company in Consultia Business Travel that would offer a solution to all the problems they had at an administrative, financial and service level in general. A system that would meet the needs of all Medline Europe entities and countries, with a local service that would allow them to structure management, allocate costs and implement the organisational structure, all with a personalised service, agility in responses and assistance to their travellers, and in this way solve specific needs both at user level, to be able to make individualised and personalised bookings, as well as at management level, with a management system that would offer a solution to all the problems they had at an administrative and financial level; and at the management level, with a module that could include their travel policy and internal authorisations and another that would allow them to have updated reports on costs and trips.

Consultia Business Travel carried out a study of Medline's needs to offer them a personalised travel management service and evaluate what their travellers needed, what their type of travel was, what their financial department needed, how they could optimise costs, how to manage their corporate travel more efficiently, thus helping them to gain greater profitability in management and generate savings of up to 20%.

After the study, different sessions were organised to get to know each other and to be able to parameterise the whole programme according to their needs and the particularities of each department.



"We have significantly reduced the time we spent on requesting a reservation, choosing the options, requesting authorisations, receiving the tickets... With Consultia, the whole process is faster and is centralised from the App or by dealing directly with our Personal Travel Assistant."

Mariví Martín-Hondarza, CFO of Medline



CASE STUDY

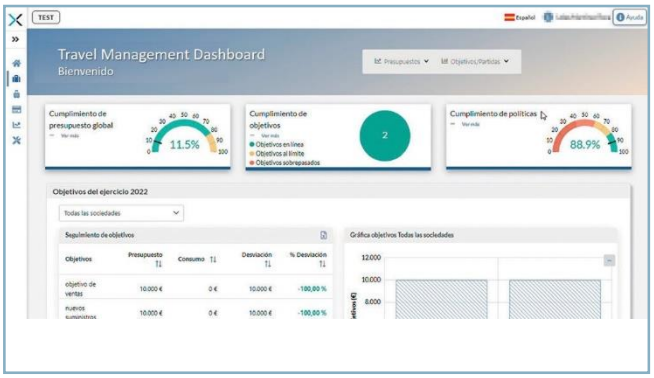
Find out about Medline's experience with the implementation of Destinux for corporate travel management.

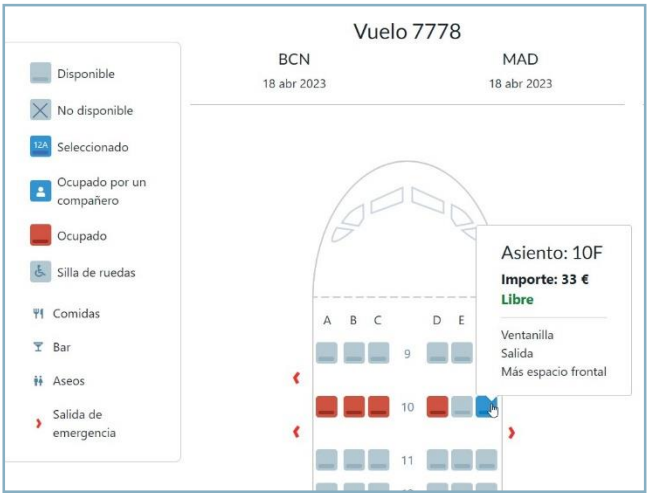
How has Destinux helped them?

With the implementation of Destinux, the company has managed to solve all its problems related to travel management. According to its CFO, Mariví Martín-Hondarza, "Consultia Business Travel has not only given us a solution to each and every one of our problems, but has also provided us with new tools that facilitate our work and our trips".

The services that Medline uses from Destinux:

- **Each user has their own access codes and can manage their own bookings as they wish.** This also allows them to keep their travel bookings in their Destinux travel diary without the need to print vouchers. In this way users can manage their trips in an easy and simple way, saving a lot of time in the management of reservations and speed in the access to all the travel documentation and thus improving the experience of travellers and the time invested by the whole team.
- **Destinux's connectivity with the industry** has enabled them to have a wide range of services available for their bookings, so that they can select the most appropriate and beneficial options for them.
- The entire Medline team has at its disposal the **professional assistance of a Personal Travel Assistant** who advises them, manages their bookings and resolves any incident during their trips, as well as an expert in MICE who helps them to organise their trips and events. They also have a 24-hour emergency telephone number to provide them with support during their trips.
- The **ability to parameterise your company structure and user preferences**, as well as the spending limits approved in your company policy and a self-mapped authorisations service within the Destinux module.
- It has **numerous reports that can be configured according to the need of the cost study.** The reports are customisable and on-demand and are available in the system and permanently
- To be able to **export and review unbilled services in real time** in order to be able to make real provisions for expenditure in each month.
- **Receive bank reconciliations statements** from Consultia regarding invoiced and charged amounts, which facilitates the work of the accounting department.
- **Obtain Excel support for invoices** as an annex for greater detail. Have all financial information integrated and available at any time the company requires it, structured and consolidated in one place.





What benefits have they gained with Destinux?

Internally, Medline has its own travel and approval policy. Having it implemented in the Destinux module has made it easier for them to show only those services that can be booked within the limits of their policy when making reservations, as well as their authorisation by the line manager directly from the system without having to resort to chain e-mails, which made the process difficult and slowed it down.

"On a user level, I would highlight the work of our Personal Travel Assistant, who is always available, answers all our questions and helps us with the management of our bookings. Also all the options that the booking module offers us and the wide variety of services". **Mariví Martín-Hondarza, CFO of Medline.**

"On the company's side, we appreciate having reduced the time required to manage bookings, approvals, invoice posting and to be able to prepare detailed reports. **Mariví Martín-Hondanza, CFO of Medline.**

In the words of its CFO,Mariví Martín-Hondarza,*"We value above all the speed of response, the great team behind it and all the modules and services they offer, customised for our company, which were implemented in a precise and, for us, impeccably coordinated manner".*

As for the personal assistant, Medline points out his total availability and great capacity to resolve any possible incidents that may arise during the trips that are not related to Consultia.

Thanks to all these Destinux functionalities, **the company claims to have significantly improved the time it took to request a reservation, choose the options, request authorisations and receive the reservations.** After its implementation, the whole process is faster and is centralised from Destinux or by dealing directly with the Personal Travel Assistant.

It has also provided them with i**mprovements in the financial department in terms of receiving invoices, delivery notes, reports and correct parameterisation of their employees in due time and form.** And savings in both time and personnel by being able to dispense with the travel agency and additional people in Europe dedicated to managing the procedures between the agency and the user.

In short, Destinux has provided Medline with technology and services to solve the problems they had before working with Consultia and also to optimise all the management processes and thus save on the costs they were incurring, with a global solution to their needs that allows them to adapt to their extensive organisational structure and criteria and to allocate costs at any level, digitising and automating processes, and all of this without having to do without the human and professional service of a person who is available throughout the entire contracting process, before, during and after the trip.

Medline Europe, with a travel volume of 1.8 million euros, was experiencing complications in the management of its trips due to the lack of technology and poor service. In order to solve these problems, Medline Spain began contracting Destinux and, after the good results, also **implemented the system in the different entities in order to obtain a consolidated system at European level.**

CASE STUDY

Find out about Medline's experience with the implementation of Destinux for corporate travel management.

Destinux has enabled them to obtain a solution to all the administrative and financial problems they had with the previous service, with a solution that digitises all the processes, integrating the data and with the personalised assistance service and in addition to all of this helping them to save between 13% and 24% of their management costs.

"With Destinux we have been able to claim a minimum saving of €238,000 and a maximum saving of €432,000, mainly because of the best travel offers, as everything is consolidated, but also because of the time savings for the traveller, the authoriser and the finances". Mariví Martín-Hondarza, CFO of Medline.

"The good results provided by Destinux have led us to implement the system continuously in the different countries where Medline operates, starting with Spain, Portugal, Czech Republic, Slovakia, soon we will implement Italy, and before the end of 2023 it will be implemented globally, including Ireland, UK, Germany, France, Austria, Netherlands, Belgium, Switzerland and Sweden". **Mariví Martín-Hondarza, CFO of Medline.**

"It has been a pleasure for us to help Medline improve their corporate travel management and to see how our solution has enabled them to achieve their goals and solve all their problems.

Anabel Leal, Sales and BTC Director of Consultia Business Travel in Spain and Portugal

Destinux is thus implemented in all Medline Europe countries (14 countries) and with the satisfaction of having solved service and technology problems at all levels.

In terms of the organisation of events and meetings, **Consultia has been particularly useful to them as it has been a great support in terms of organising both external events with clients and internal events with the Medline team.** Paula Dalmau, Communications and Events Specialist, says: "I am delighted with your help as I have the peace of mind that everything will be organised in a timely manner. It is especially helpful to have Audrey to contact the different hotels, ask for quotes and coordinate all the necessary services while I internally coordinate the needs and interact with the different interlocutors. I feel that Audrey and I are a great team and I feel very comfortable with her as her response and execution is always very fast.

