



**Solutions for Success**

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# About us

We provide the insight, direction, confidence and capability to transform your business. People come to us for honest, objective, thoughtful and experienced independent advice.



acsolutions specialises in the provision of management consulting to buyers of business travel products and services. We work with our clients to minimise their travel costs and maximise productivity. We are dedicated to achieving optimal outcomes by liaising closely with our clients and adopting a hands-on approach.

On the following pages we have provided an outline of the services we offer.

**Please contact us if you are interested in knowing more about any of our capabilities and programs.**

# About us

## Who we are

Our small team has a diverse background of skills and experience that uniquely place us as a trusted adviser. We have a drive for excellence.

We have first hand experience of the stresses involved in business and the importance of implementing the right solutions.

We appreciate the holistic nature of business and can view things from the perspective of the customer, the employee and the owner. We believe that values and culture lay at the heart of every successful enterprise.

Our well-established networks enable us to find the right people to help your business.

## Our Values

- Clarity
- Continuous Improvement
- Ethics
- Customer Satisfaction
- Balance

## Our Mission

To help businesses better understand and manage all aspects of their business travel requirements resulting in increased services and expenditure savings.

## Our Strengths

- **Strategic** – we look for alternative ways to proceed and faced with any given scenario we can quickly spot the relevant patterns and issues;
- **Relator** – we enjoy close relationships with others and find deep satisfaction in working hard with clients to achieve a goal;
- **Maximiser** – we focus on strengths as a way to stimulate personal and group excellence and seek to transform something strong into something superb;
- **Connectedness** – we have faith in the links between all things. We believe there are few coincidences and every event has a reason.

## What we believe

- Its your agenda not ours;
- Your interests come first – but they must align with our values;
- Be professional at all times;
- Uphold the highest levels of confidentiality;
- Be honest and truthful with our advice.

# Our capabilities

Every business is unique and their circumstances always involve new challenges and solutions. We offer no “off the shelf” solutions to our clients and we focus instead on tailoring solutions and services to the situation.

Controlling costs in today's economic climate is vital. **acsolutions** offers expertise on every aspect of business travel. Our services are designed to optimise the travel expenditure of your business, without disruption to day-to-day operations.

Once we have an understanding of your needs, objectives and circumstances we can tailor our services accordingly. We provide solutions to suit your specific requirements that are tailor made not off the shelf. We can assist with a specific project or manage a complete review and design a solution that includes all aspects of the travel procurement process.

We believe in empowerment so our role may vary over time with your organisation as you develop your own competencies.

## Testimonial

“ I can safely say those within Cal Dive have been impressed with the level of analysis you undertook, as well as the improvements and cost saving options you have suggested, which we fully expect will produce positive results immediately once implemented. “

Mr Peter Malcolm  
Commercial Director  
Cal Dive International (Australia) Pty Limited

## Our focus is the Travel category and offer independent expertise on:

### Travel Expenditure Analysis

This program is designed to assist you understand the true value of your business travel spend. We help you develop practical steps to reduce your travel expenditure.

#### The key components are:

- Benchmarking of fares, TMC fees and service levels;
- Analysis of air spend, by route, fare type and carrier;
- Reconciliation & Travel Policy compliance;
- Complete spend analysis to uncover savings opportunities.

### Process Improvement

We work with you to develop your key business travel processes. This helps lower internal costs and delivers your team consistent high quality service.

The internal process, from travel request to reconciliation, can cost as much as the travel itself. We map your processes and advise you how to introduce process efficiencies. It might involve software, or substantial gains might be achievable through simple process improvements.

We work with our clients to map and document their key processes, including;

- Review processes, manual vs. automation;
- Travel approval / authorisation process;
- Internal processes e.g. booking requests (air, accommodation, car hire, via a travel management company and online).

### Travel Policy Development and Reviews

This program is designed to assist you develop a travel policy that balances control with culture. We then assist you to put in place internal and external processes that maximise compliance. The right travel policy will save costs and efficiencies for your business.

#### The key components are:

- Recognise your current policy compliance;
- Enhance the cost efficiency of your travel spend whilst optimising ROI;
- Travel policy setting and compliance;
- By making changes to your booking behavior can result in significant savings without disruption to your business.

## Procurement

This program is designed to assist companies gain a better understanding of the travel supply chain.

We can assist at any level of strategic sourcing, from RFP management and proposal evaluation, to supplier selection and negotiations. You will benefit from a deep knowledge of the market, suppliers and the current tools and systems available.

### The key components are:

- Supplier reviews / benchmarking;
- Travel Management Company;
- Online Booking Systems;
- Request for Proposal;
- Selection and Implementation.

## Air and Supplier Contract Negotiations and Reviews

This program is designed to provide clients access to extensive industry knowledge, networks and experience to gain best outcomes in supplier negotiations.

### The key components are:

- Airline deals;
- Preferred hotel programs;
- Car hire deals;
- Technology providers;
- Travel Management Companies.

## Travel Management Company Assessments

This program is designed to assist companies review the performance of their Travel Management Company.

### The key components are:

- Audits of fees, fares and service levels;
- Are you receiving the services you are paying for;
- Traveller and travel booker surveys;
- Travel Management Company evaluation;
  - ✓ Capability
  - ✓ Commercial terms
  - ✓ Capacity and experience
  - ✓ Management Reporting
  - ✓ Data collection and reporting tools
  - ✓ Relationships and service

## Travel Technology

This program is designed to provide clients with an understanding of the technical solutions available that facilitate and provide value to all aspects of the travel process.

### The key components are:

- Expense Management Tools;
- Online Booking Tools;
- Traveller Profile Management Tools;
- Traveller Tracking Tools;
- Emergency and Crisis Management Tools.

## Risk Management

This program is designed to highlight tools and systems available to manage risk and safety. The solutions can come from many suppliers. We can provide you the options available that best suit your business requirements to avoid travel disruptions that could impact your business.

### The key components are:

- Traveller Tracking. State of the art technology can quickly locate and communicate with your staff and contractors;
- Emergency and Crisis Response;
- Evacuations.

## Project Management

acsolutions can provide project management methods to assist and complete projects on time without compromise on quality outcomes.

### The key components are:

- Planning;
- Organising;
- Budget / expenditure management;
- Resource management.

## Consultancy Fee Structure

“Our fees will be calculated on a case-by-case basis and always agreed to in advance with you and will depend on the services you require”.

## Service Delivery

This program is designed to monitor the performance and compliance of Travel Management Companies agreement.

### The key components are:

- Service Level Agreement reviews;
  - ✓ Savings and Cost Avoidance
  - ✓ Travel Policy Compliance
  - ✓ Travel Management Performance
  - ✓ Communication
  - ✓ Traveller Security & Duty of Care
  - ✓ Incident Resolution
  - ✓ Contract Management
  - ✓ Reservations
- Savings and Cost Avoidance.



At acsolutions we believe successful businesses focus on dedicating themselves to genuine service, value creation, relationship building, and win-win outcomes in each and every situation.

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