

Travel costs reduced by Millions for a Major Mining Company

Big player in the mining sector streamlines domestic travel in Australia with the highly customized solutions and local savvy of American Express Global Business Travel (Amex GBT) to go further.

The Challenge

Despite being with another travel management company (TMC) for years, the client struggled with visibility and management given the size and scale of their mining operations in Australia.

Solution

A tailored application of Amex GBT's proprietary, in-house automated mass booking solutions solved the client's needs related to waitlisting, bulk cancellations, and hotel bookings. These customizations have allowed them to expand their customization strategy for efficient travel.

Achievements

Automated mass booking solutions deliver the high-level discounts the client needs to book flexible fares in two classes and support their aim to save millions annually.

At a Glance



Industry:
Mining

Revenue:
\$55.5 B (2022)

Number of Employees:
52,000



The Challenge

Given the client's size of operations, they needed true visibility into the many mines they own and operate in Australia. The incumbent TMC had not provided them with the required level of service and management, which left them **feeling dissatisfied even after many years of working together**. As the client's strongest focus is Australia, they needed a TMC that could enhance their travel management capabilities in this key geographical area. The incumbent also tended to **work more offline than online, creating inefficiencies**.



Solution

Amex GBT identified the need to integrate automated mass booking solutions with the client's systems. Some of the key features and services that were **tailored to their needs** included waitlisting, bulk cancellations, and hotel bookings. These customizations have allowed them to expand their customization strategy for efficient travel. While the client quickly integrated with Amex GBT's automated mass booking solutions, Amex GBT could accommodate their request to accept Excel sheet uploads, which the client preferred. Furthermore, the client's huge workforce in India needed to undertake a cost-saving exercise and address issues of understanding, trust, and procurement difficulties. Amex GBT was able to **help the client realize this corporate exercise and streamline their operations** using automated mass booking solutions to optimize their travel.

Achievements

The client now enjoys high-level discounts and can book flexible fares in lower classes to support their aim to cut travel costs. Over time, Amex GBT also has fine-tuned automated mass booking solutions to solve the client's dynamic needs. In one example, the client needed to suddenly change aircraft, and they could book and ticket the change within the hour with the solution, saving them time and money. The client has also addressed key cost inefficiencies in their travels as Amex GBT has helped them focus on cost infrastructure improvements. One way Amex GBT has done this has been to identify opportunities for the client to consolidate their contractors' travel and extend the mining company's discounted airline rates and automated mass booking process improvements to also cover contractors, thus lowering the associated booking costs.

Access

restricted flexible fares.

Millions

saved due to the ability to access deeper discount flexible fares.

To find out more about how Amex GBT travel solutions can support your mining operations, reach out to us.

[Get in touch >](#)



**GLOBAL
BUSINESS
TRAVEL**

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express GBT Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express. @2023 GBT Travel Service UK Limited.