

# Vital HR Case Study

## PROJECT GOAL :

Save time and money on accommodation booking.

## CLIENT:

Vital HR - one of the premier rail recruitment companies in the UK.

## KEY OBJECTIVES :

- Regain control and get 100% visibility on travel spend.
- Pay for accommodation with a single monthly payment.
- Eliminate out-of-pocket expenses – a hassle for Finance and Engineers.
- Outsource Group and Project bookings to experts.
- Get 7-day support to remove the need for planning team to be on call.



## How Vital HR consolidated their booking activity to save time and money on accommodation.

How much have we spent on hotels this year? That was the seemingly simple question Luke Williamson, Procurement Manager at Vital HR, wanted the answer to. To get it, he'd have to contact everyone in the business who had taken a trip, collate countless email confirmations and receipts, and manually check them all to calculate the cost – and that was just the start.

In their own words, "having had a significant amount of accommodation requirements on an increasing level over the last couple of years, it became untenable to keep booking via the normal channels." Vital HR needed a tool that consolidated their accommodation booking and provided all staff with a simple means to find the right hotel, with the right amenities, at a price that complied with their travel policy.

That's where Roomex came in.

## APPROACH

- **RoomexStay was deployed across the business**

The personalised RoomexStay platform enabled all travellers to find and book the right room in just a few clicks, with central payment eliminating the need to pay onsite or expense the stay. What's more, the platform opened up exclusive rates at some of their most-used hotels.

- **Custom reporting was set up for 100% visibility**

In-depth, custom reports meant Vital HR could start accurately forecasting travel costs and quoting for new projects with confidence. RoomexAnalytics enabled the travel team to keep track of booking activity, Duty of Care and travel policy compliance, helping them stay on budget and ensure that travellers are safe and satisfied.

- **Monthly invoicing was implemented for all travel spend**

No matter who booked a room, where it was, which hotel chain they were staying in or when the booking was for, everything was added to a single monthly invoice payable by Vital HR. That meant no more expenses, no more time-wasting and no more headaches for Finance.

- **Roomex Projects & Meetings team took over complex bookings**

The Roomex Projects & Meetings team are specialists in finding meeting rooms, events spaces, long-stay accommodation and other complex bookings. Vital HR began briefing the team on their requirements and Roomex did the hard work, finding the right accommodation for each project, saving countless hours on the phone and navigating booking sites.

## CONCLUSION

### Roomex transformed travel and accommodation for Vital HR.

Workforce travel is a core activity for Vital HR, with engineers and managers travelling the country on a daily basis. Before Roomex, the process of booking travel was laborious, messy and expensive. Now, the "unnecessary workload" has been eliminated. For the team at Vital, Roomex is "highly recommended."

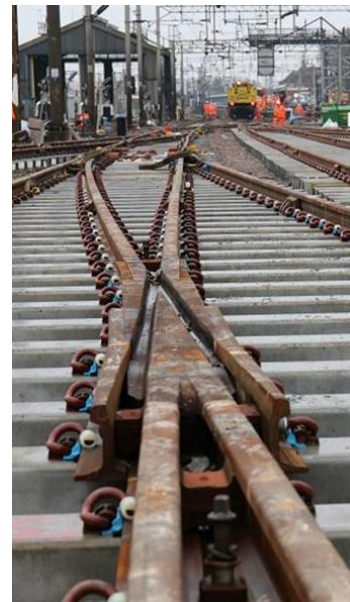
## RESULTS

**100%**

Travel policy compliance

**138 hours**

Saved per month (booking admin, reporting, reservation checks)



**"Highly recommended"**



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