

## JOY GLOBAL INC.

### Industry:

Joy Global Inc. manufactures and markets original equipment, aftermarket parts and services for both the underground and above-ground mining industries and certain industrial applications.

### Geographies:

Fifteen international locations including: United States, Canada, Brazil, Chile, Mexico, Peru, Venezuela, Australia, China, Great Britain, India, Russia, Sweden, South Africa, Botswana, and Zambia.

### Situation:

CI Travel began working with Joy Global in 2003, managing more than 1000 travelers on an initial 5-year agreement that has been renewed twice. CI Travel has issued more than 38,000 tickets over the course of the relationship. Often Joy Global technicians with highly specialized expertise must travel quickly to a location. Other times, the situation is reversed, and CI Travel utilizes extensive relationships to negotiate better rates. Joy Global management focused on developing a true partnership with CI Travel across every department, in order to align with core competencies and develop a custom travel program that addressed each department's varying needs, providing flexibility.

### Objectives:

- Maintain high-level access for VIPs, with quicker turnaround times and a decreased error rate than seen with the previous travel management agency
- Move toward booking more domestic travel online within six months of contract implementation
- Provide access to lower negotiated rates at hotels and airline agreements for increased cost savings
- Streamline internal travel reporting
- Provide Joy Global travelers with consultants that have extensive expertise in international travel

### Challenges:

- VIP travel had been previously handled by an onsite representative and now was moving off-site
- No existing online booking solution
- Internal resistance to online booking solution implementation

### Results:

- Instituted round-the-clock VIP access to senior-level CI Travel consultants, including Senior Vice President of Operations
- Became a cost-effective travel partner, keeping cost of travel management to under 2% of total annual air/hotel/car expenditures
- In more than 7 years of partnership, the error rate has been less than 0.5% for more than 38,000 tickets issued
- More than 80% of travel is now booked via online systems

- CI Travel has saved Joy Global more than 10 percent of their travel spend in actual dollars annually through waivers and favors, upgrades, and negotiated vendor programs

### **Developing a Strong Foundation**

CI Travel began working with Joy Global Inc. in 2003, and was tasked with maintaining high-level access for VIP travel, developing an online booking system in order to streamline travel processes and better manage internal travel reporting, and provide increased savings via international travel expertise and relationships.

Of the more than 1000 travel profiles in existence when CI Travel partnered with Joy Global, there was no existing system for tracking or monitoring unused and valid tickets. One of the first priorities was to take stock of existing tickets to verify validity and availability and ensure no further tickets were being lost and unused, as well as implementing an improved tracking system moving forward. Joy Global now has the ability to update their own travel profiles, and has access to a database of unused tickets. The database is also e-mailed on a monthly basis to all departments at Joy Global so there is a clear record of any unused tickets available.

### **Building Trust**

Joy Global had previously utilized an onsite consultant who worked solely on VIP travel, and the executive assistants had constant access to this consultant. CI Travel assigned a dedicated off-site consultant to Joy Global VIP reservations, and only VIPs and their assistants were provided the consultant's information. The consultant is available on a 24-hour basis, and as a backup, calls are forwarded to CI Travel's Senior Vice President of Operations. The consultant handles all VIP travel including vacation and dining reservations, limo and car service, meeting coordination and oversees the work of the other dedicated consultants assigned to the account. The resistance to working with an offsite consultant was erased by the level of dedication, availability, and commitment of CI Travel.

### **Becoming a Valued Partner**

An initial objective was to move domestic bookings online within six months of contract implementation. In order to train field reps in booking online travel, CI Travel implemented training programs with great success, maintaining high levels of contact as the reps began to book more of their own. More than 80 percent of domestic travel is now booked online.

Since Joy Global manufactures and maintains mining equipment and machinery around the world, when a piece of equipment is down, it is imperative that technicians are dispatched immediately to the site for repairs. In order to minimize time lost in the field, moving these technicians quickly to international destinations is the priority, which takes a high level of international travel expertise and skill in order to manage multiple international guidelines and regulations on short notice.

### **Maintaining the Relationship**

While cost savings are not always the top priority for Joy Global Inc., CI Travel has delivered in that area as well, keeping the cost of travel management to under 2 percent of total annual air/hotel/car expenditures, and saving Joy Global more than 10 percent of

their travel volume in actual dollars annually through waivers, favors, upgrades, and negotiated vendor programs. CI Travel focused on aligning with all Joy Global departments to ensure their needs were being met, and developed a flexible, custom travel plan that benefitted not only each department, but the corporation as a whole, in order to bring true value to the partnership.

### **Client Satisfaction**

“I've never enjoyed working with a Travel Professional as much as I do Amanda (at CI Travel). She's friendly, timely, accurate and, to me the most important, trustworthy. A true professional and un-sung hero in my book.”

- Jim Hake

“Your efforts really saved us on a major project!”

- Dave Klink

“Thank you for (the) great effort which you put to send Pat over to Russia. (The) Russian team appreciates your support and help for resolving this force major situation.”

- Vladimir Gorodnyanskiy

“I would also like to throw in my Extreme Thanks. You made this trip much easier!! The touches you suggested saved my butt traveling both ways. Thanks again.”

- Pat DeWitt

### **About Joy Global Inc.**

Joy Global Inc. is a worldwide leader in high-productivity mining solutions. Through its market-leading businesses – [P&H Mining Equipment](#) and [Joy Mining Machinery](#) – the company manufactures and markets original equipment and aftermarket parts and services for both the underground and above-ground mining industries and certain industrial applications. Joy Global's products and related services are used extensively for the mining of coal, copper, iron ore, oil sands, gold and other mineral resources.

### **About CI Travel**

CI Travel is one of the top 15 business travel management companies in the United States, and a top ten American Express Representative Network partners. With locations in ten states, CI Travel manages travel for a broad range of clients in the manufacturing, government, consulting and services markets and has more than thirty-seven years of experience providing high quality travel service to corporations and government agencies. CI Travel has been recognized by both Travel Weekly and Business Travel News as one of the leading travel management companies in the United States. CI Travel has received an unprecedented 6 [Best TMC of the Year](#) awards from the Society of Government Travel Professionals.