

# HRG CONSULTING

Independent advice to maximise your spend and return on investment

*Summary  
of Services*



## HRG CONSULTING



**HRG Consulting is a team of independent consultants, highly skilled analysts and IT developers providing the most innovative and professional services in corporate supplier programme management, travel & expense policy and process re-engineering.**

Established over 15 years ago HRG Consulting has developed a strong presence in the market.

Its extensive experience and knowledge has ensured that leading global businesses from the industry sectors of Banking & Financial Services, Engineering, Oil & Gas, Pharmaceuticals, Manufacturing & Consumer Products, Drinks and Media choose HRG Consulting to work in partnership to identify strategic solutions which demonstrate real value to their organisation.

HRG Consulting has a proven record of success in working to evaluate and consolidate travel and supplier management programmes across the world – Europe, North America, Latin America, Middle East, Africa and Asia Pacific and has worked on domestic, regional and global sourcing projects in all these geographical regions.

Consultants have an in depth knowledge of the commercial practices, contract pricing strategies and leverage opportunities with all key suppliers in each market.

HRG Consulting is an independent business unit within the Hogg Robinson Group, and is able to work under the strictest terms of non-disclosure and confidentiality.



# SERVICES

HRG Consulting advanced sourcing methodologies, technologies, processes and analysis techniques will support client objectives in all major categories of travel management.

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AIRLINE

HOTEL

CAR RENTAL

MEETING AND EVENTS

**TRAVEL & EXPENSE POLICY MANAGEMENT**

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TRAVEL POLICY

**CORPORATE TRAVEL SAVINGS MANAGEMENT**

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**PROCESS RE-ENGINEERING**

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## AIRLINE

Airline industry changes occur at a rapid pace resulting in the need for effective supplier sourcing and timely contract performance management to ensure the optimum results are achieved in this travel management category.

HRG Consulting offers the following services for Airline Supplier Programme Management:

- Airline Contract/Proposal Analysis & Evaluation
- Airline RFP Process Management (Supplier Sourcing)
- Airline Fare Benchmarking
- Airline Deal Performance Reporting

A detailed Airline Supplier Programme Management document is available on request.



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## HOTEL

The hotel industry presents many challenges for corporate supplier management with numerous property options and booking channels. A clear, well communicated preferred supplier programme is essential with measured performance to ensure ultimate control is achieved in this travel management category.

HRG Consulting offers the following services for Hotel Supplier Programme Management:

- Hotel RFP Process Management (Supplier Sourcing)
- Hotel Rate Analysis & Benchmarking
- Hotel Rate Audit
- Online Hotel Rate Directory
- Hotel Compliance Reporting

A detailed Hotel Supplier Programme Management document is available on request.



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## CAR RENTAL

Car Rental is an industry experiencing continual change, however it is resilient with fierce competition between its major suppliers. Many areas of car rental expenditure are often overlooked resulting in higher costs for corporate businesses. To ensure a preferred supplier selection fits the business needs, a full evaluation must be completed for this travel management category to deliver the most cost effective programme.

HRG Consulting offers the following services for Car Rental Supplier Programme Management:

- Car Rental RFP Process Management (Supplier Sourcing)
- Car Rental Contract/Proposal Analysis, Evaluation & Benchmarking

A detailed Car Rental Supplier Programme Management document is available on request.



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## MEETINGS AND EVENTS

Meetings and Events total spend for an organisation is often unknown due to control methods or preferred supplier programmes being absent. Huge opportunity to implement measures to enable leverage of volume, optimise synergies with hotel transient programmes and identify savings opportunities exists in this travel management category.

HRG Consulting offers the following services for Meetings & Events Programme Management:

- Meetings & Events Policy Review
- Meetings & Events Data Analysis
- Meetings & Events RFP Process Management (Supplier Sourcing)
- Online Directory
- Online Meetings & Events Tracking

A detailed Meetings and Events Programme Management document is available on request.



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## CORPORATE CARD

The T&E card market is very competitive and it is important for an organisation to ensure the preferred card supplier selection secures the most advantageous financial proposition. An optimised payment solution will also enable the implementation/improvement of internal efficiencies.

HRG Consulting offers the following services for Corporate Card Management:

- Corporate Card Contract/Proposal Analysis & Evaluation
- Corporate Card Opportunity Analysis
- Corporate Card RFP Process Management (Supplier Sourcing)

A detailed Corporate Card Management document is available on request.



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## TRAVEL POLICY

A comprehensive travel policy is essential for corporate control of this extensive business category. It enables successful compliance to preferred supplier contracts and provides the platform for effective data capture which is paramount in providing mechanisms for the safety and security of all travellers. Communication and implementation of the travel policy is as important as the creation.

HRG Consulting offers the following services for Travel Policy Management:

- Travel Policy Scope & Content Review
- Travel Policy Re-Writing
- Travel Policy Implementation Services

A detailed Travel Policy Management document is available on request.



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## HRG CONSULTING SAVINGS MANAGEMENT

Corporate travel programme performance management and the identification of saving opportunities are essential for the most effective and powerful travel purchasing. A wide-range use of data sources in addition to analytical tools, intellect and industry knowledge is vital to provide specific actions and recommendations to ensure value is delivered to all business stakeholders. HRG Consulting offers the following outsourced support role for Corporate Travel Savings Management.

HRG Consulting Savings Management is designed to support the corporate travel team in achieving the following travel objectives:

- Leveraging purchasing power more effectively
- Increasing compliance & adoption of travel policy
- Improving travel purchasing methods to generate greater value and incremental savings

A detailed Corporate Travel Savings Management document is available on request.



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## TRAVEL AND EXPENSE PROCESS

The travel and expense management process within the corporate environment will encompass the areas of planning and approval, booking method, actual travel, payment and expense management. This process must be efficient through the correct implementation of policy and tools to achieve high compliance and savings.

HRG Consulting offers the following service for Travel and Expense Process Management:

- **Travel & Expense Management Process Assessment Service**

A detailed Travel and Expense Process Management document is available on request.



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## ONLINE BOOKING TOOLS

The objective for implementation of an online booking tool is particularly important as there are many factors which can influence the success of these tools within a travel management environment. Once implemented, consideration of the business needs is essential to ensure maximum adoption is achieved.

HRG Consulting offers the following services for Online Booking Tool Management:

- Online Booking Tool Suitability Analysis & Evaluation
- Online Booking Tool ROI Analysis
- Online Booking Tool RFP Process Management (Supplier Sourcing)
- Online Booking Tool Adoption Assessment

A detailed Online Booking Tool Management document is available on request.



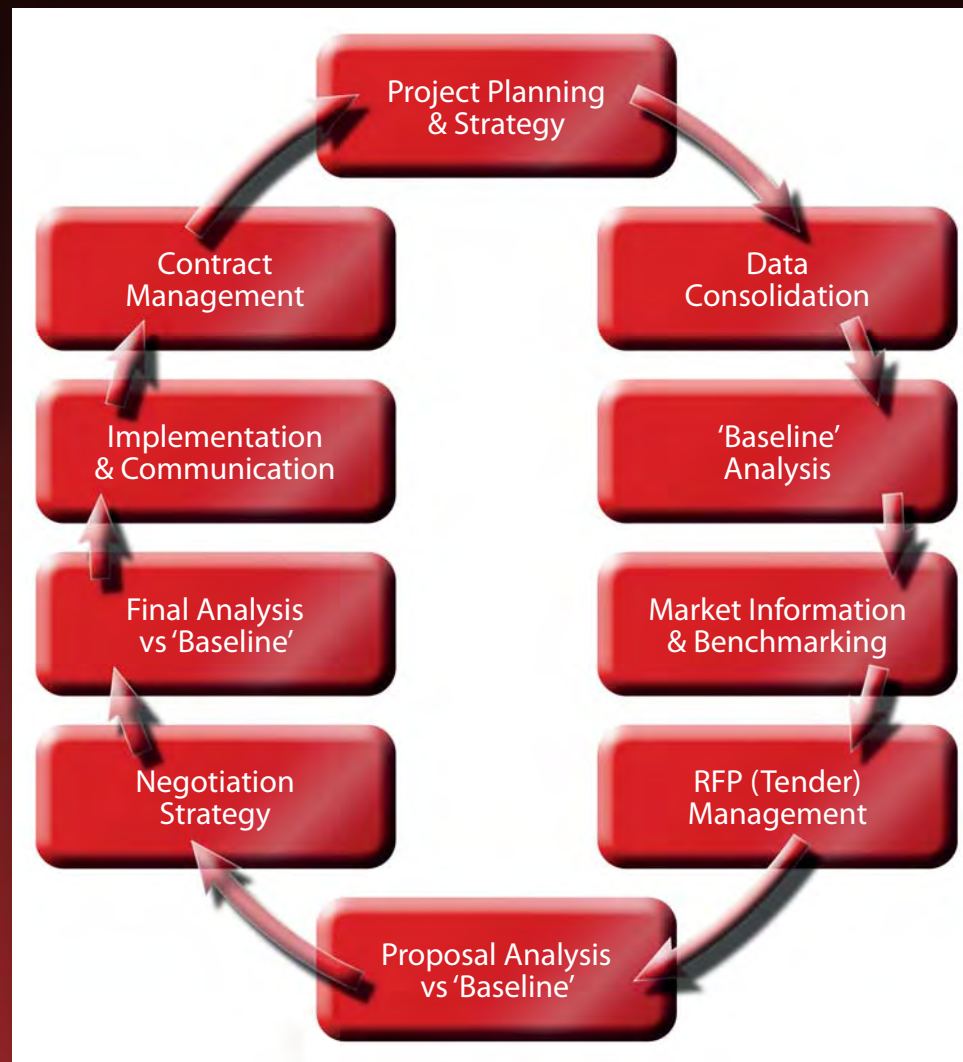
# PROCUREMENT MANAGEMENT PROCESS



HRG Consulting has developed and employs a 10-step process to secure 'best in class' supplier programmes for its clients.

Clients that have followed the HRG Consulting 10-step methodology and used its technology, resource and expertise have in many cases seen up to 30x return on investment.

Clients have also made significant internal resource savings due to the efficient and effective processes and technology employed by HRG Consulting.



**Step 1** – The planning of a project is essential. The strategy and kick off stage of the process identifies the scope and provides the road map for all supplier projects.

**Step 2** – The data collection and consolidation builds the foundation for all major sourcing, analysis or modelling projects.

**Step 3** – The Baseline Analysis report identifies trends, highlights strengths and weaknesses and enables the formulation of the project strategy.

**Step 4** – Market intelligence and competitiveness is key in ensuring supplier strategy is positioned correctly to take full advantage of the supplier market environment.

**Step 5** – Structured and timely RFP Management is vital with clear communication and clarification opportunity.

**Step 6** – The Proposal Analysis provides a clear comparison against the Baseline and the market. It delivers the extensive data necessary for the negotiation stage.

**Step 7** – Successful negotiation requires a clear supplier strategy with excellent facilitation incorporating the dynamics of a team.

**Step 8** – The Final Financial Analysis will determine the supplier contract selection, presents the monetary impact for the business and delivers a presentation for executive board recommendations.

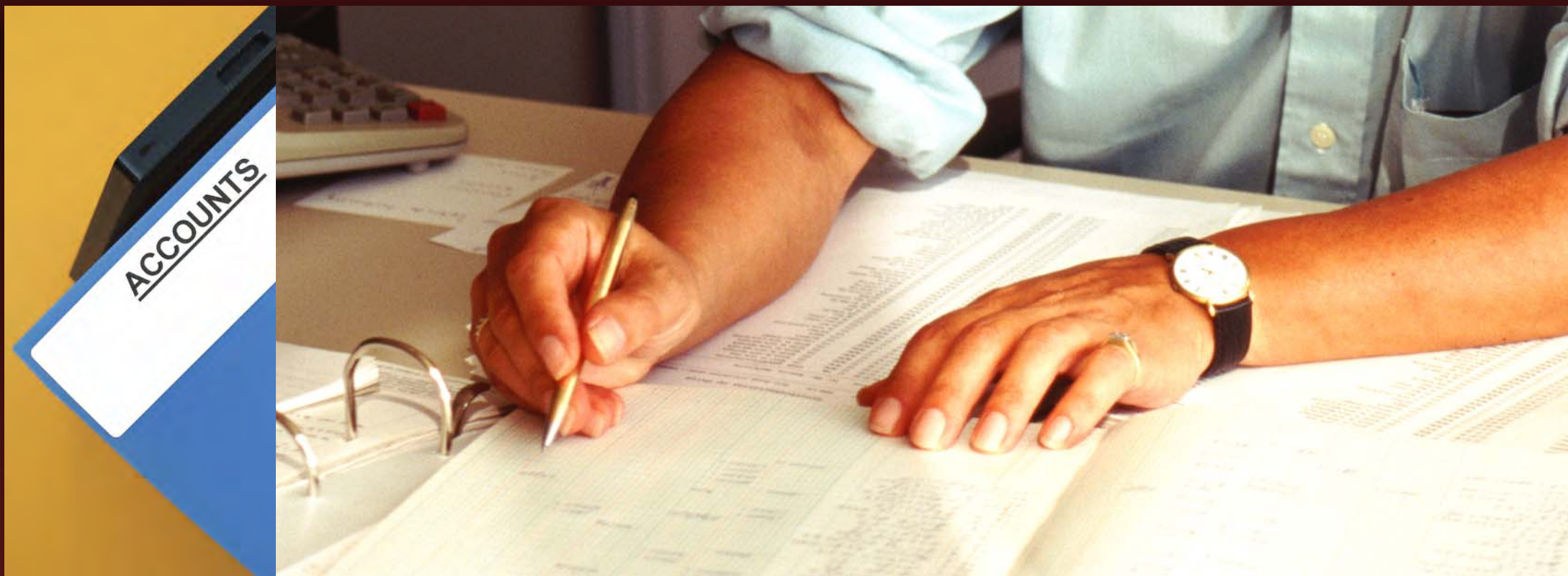
**Step 9** – The implementation of new supplier contracts is highly important and communication to the business must be clear and accurate in detail. This stage of the process will include supplier directory production, contracting and auditing.

**Step 10** – Contract Management involves the tracking and review of supplier performance and highlights compliance levels. Mid contract opportunities may be identified from this review of data.

## FEE STRUCTURE

HRG Consulting employs a simple and transparent fee structure that is based on an estimation of the time required to complete a defined scope of work, together with unit pricing for any technology requirement. Payment is on a monthly or quarterly basis as agreed.

All fees exclude sales tax or any travelling or meeting expenses required to complete the project.



## CONTACTS



Thank you for your interest in HRG Consulting. We would be delighted to meet with you to define your requirements.

For further information and to request detailed specific services documents please contact the HRG Consulting team:

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