

# R.D. Brown Company

## Travel Management Consulting Services



R.D. Brown Company offers a variety of services to support your travel program objectives. With more than 25 years experience in travel management consulting, we can provide assistance to expedite implementation of best practices that will maximize savings for your organization.

### Travel Program Benchmarking

#### ■ Travel System Analysis

This provides a comparison of corporate travel management methods against "best practices" and our database companies. The report includes: a management summary with a **Travel Management Index**, the strengths and weaknesses, examples of best practices, and recommendations for savings and service improvement.

#### ■ TMC Contract Benchmarking and Service / Cost Index

This service provides a specific benchmarking of your travel agency contract fees and services. Our report includes a **Service / Cost Index** where we identify opportunities for cost reduction and service improvement, and create a plan of action for changes required.

#### ■ Supplier Contract Benchmarking

A specific benchmarking of your air, hotel, car, online tool, VAT Recovery processes, and/or corporate card contract, it includes: Identification of gaps, recommendations for improvement, and a plan of action for change.

#### ■ Mx4 Meetings Management Maturity Measurement

An evaluation of meetings management organization and sourcing processes, which includes: Identification of opportunities & weaknesses, recommendations for improvement, and direction for change.

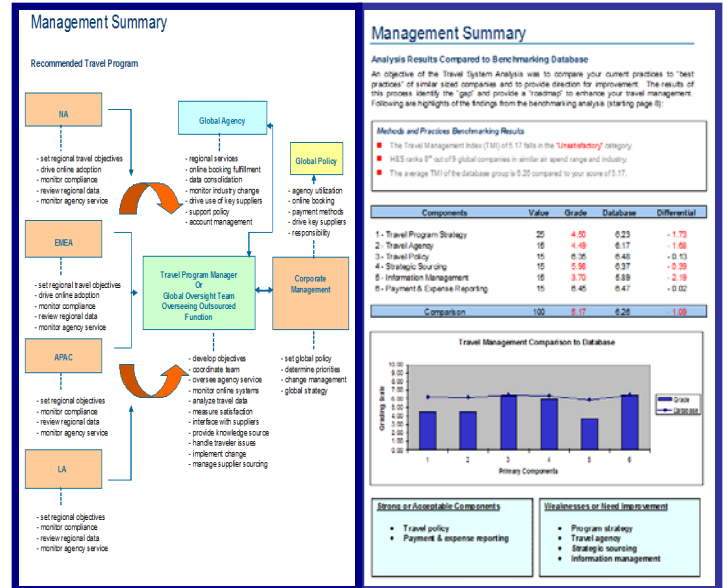
#### ■ Travel Policy Benchmarking and Revision

A specific benchmarking of your travel policy compared to similar organizations: we identify weaknesses in content and language, and make recommendations for improvement. We will assist in revising the policy document and communication.

### Travel Program Support

R.D. Brown can also work with your organization to implement other changes that provide savings and service solutions, such as:

- Online booking tool training and adoption strategy
- T&E expense report system implementation and training
- Corporate card program roll out
- Global consolidation



### Travel Supplier Sourcing

Our firm has experience in all areas of travel sourcing, and we can provide assistance to you on a project or hourly basis to support your procurement objectives.

#### ■ TMC Selection Process

We offer full project support for local, national, or global travel agency selection and implementation. We utilize electronic tools, including OnTAP, to expedite the bid process and minimize cost for our clients.

#### ■ Hotel Program Management

We provide all aspects of support for a hotel program including: needs analysis, RFP processing, negotiations, selection, communication, and rate auditing.

#### ■ Air, Car, Online Tool, T&E System Competitive Bidding

R.D. Brown has a structured process for sourcing all supplier services (air, car, hotel, TMC, Technologies, etc.) for your travel program.

Our process includes:

- Needs assessment
- Supplier research and communications
- RFP development
- Proposal evaluation
- Benchmarking of rates and services
- Research and validation of capabilities
- Contracting and implementation

Please visit our Website at: <http://www.travel-consultants.net>



R.D. Brown Company, an Illinois corporation, was formed in 1983 to provide corporate and government consulting services related to the travel industry. The company provides consulting and outsourced project services for corporations on a national and international basis.