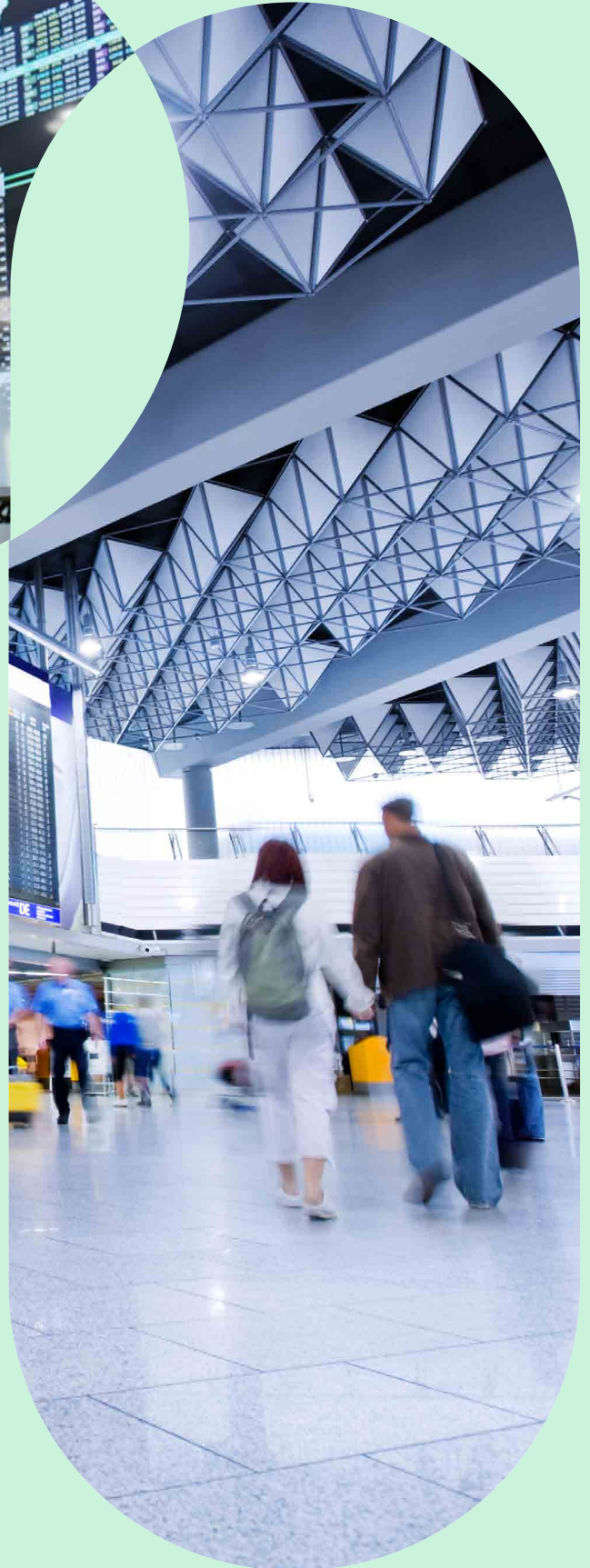


Case study

Air Methods sees travel policy compliance and 98% online usage rate



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With medical personnel and pilots being deployed to treat emergencies in remote regions, Air Methods needed a travel management company (TMC) that could keep pace. Amex GBT Egencia (Egencia™) delivered with an intuitive tool that everyone could use, backed by robust policy integration and reporting.

After a swift and successful onboarding, Air Methods achieved a 98% online usage rate and attained their aims of greater policy adherence, significant cost savings, and impactful reporting.*

*Air Methods travel program online adoption reporting in Egencia, January 2023.

Company snapshot

- Emergency air medical company
- Approximately 4,500 employees
- Based in Denver, CO and servicing more than 200 rural locations

Air Methods delivers help where needed most with Egencia.

While so many other companies suspended travel during the pandemic, Air Methods never stopped. In fact, their need for a consolidated travel program to support their team only intensified. Kimi Thompson, Travel Manager for Air Methods, sought out a TMC that could deliver cost-effectiveness, policy compliance, traveler safety and satisfaction, and duty of care.

Enter Egencia.

“We made the decision to start looking for a new travel management program right in the middle of the pandemic,” says Thompson. “We were looking for a new platform that would allow us to make changes to it, to layer our policies into it, to really be able to navigate the tool ourselves, and to adapt to all of the changes that our travelers face every day.”



Our mission is to impact lives and save lives. So having a travel management program that’s going to enable us to get our travelers where they need to be when they need to be there is an absolutely critical part of our business.”

Kimi Thompson,
Air Methods Travel Manager.

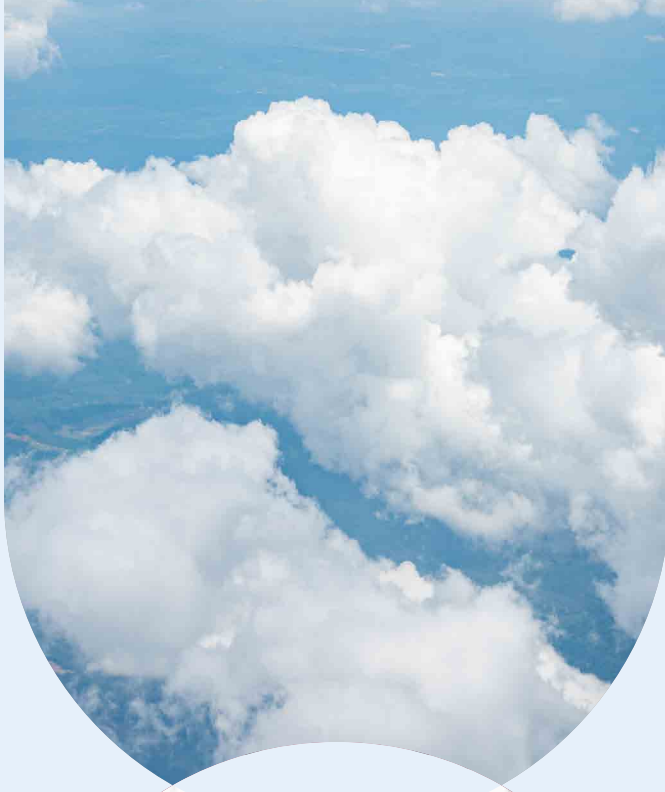
Travel program needs

- Policy compliance and duty of care
- Cost effectiveness
- Traveler safety and satisfaction

The ability to integrate their own travel policies into the Egencia solution was one of the biggest wins for Air Methods. This lets them set price thresholds and prioritize preferred properties in specific cities to manage costs. And because those policy levers are built right into the booking experience, travelers are able to stay in compliance without any added effort while getting the support they need.

Access to comprehensive travel data and reporting is another critical requirement for Air Methods. Thompson utilizes Egencia’s Data Hub and Egencia Analytics Studio to monitor travel costs, identify potential savings opportunities, and generate reports for various departments to track their travel spend and the whereabouts of teammates.

By partnering with Egencia, Air Methods was able to achieve their aims of optimizing cost effectiveness, policy compliance, traveler satisfaction, and duty of care.



Air Methods delivers life-saving aid while Egencia delivers savings and peace of mind

Air Methods operates in more than 200 rural areas with a mission to impact and save lives through emergency air medical transports. Dynamic and complex travel needs, which often surface and change within a short period of time, necessitated a modern, strategic TMC to enable timely and efficient travel for its employees.

One of the major hurdles for Air Methods was finding a TMC that truly understood their unique needs and could provide a platform capable of seamlessly incorporating Air Methods' policies and adapting to ongoing changes.

Another challenge lay in maintaining a balance between cost-effectiveness and policy compliance, and the satisfaction and safety of their travelers. Air Methods needed a TMC that could deliver cost savings while also prioritizing the well-being and duty of care for their employees on the road.

Because Air Methods travelers often needed to change plans on the go, Thompson knew they needed a platform that would be easy and intuitive to use, with conveniences like a robust mobile app and 24/7 live agent support. But she was also looking to make it as frictionless as possible for travelers to stay in compliance.



Why Egencia?

- Intuitive experience means travelers use the program
- Mobile app and 24/7 agent access so travelers on the go are always supported
- Policy integration enables effortless cost-savings and duty of care

The challenge

- Last-minute bookings without a cohesive policy or program were driving up costs
- Travelers were disconnected when booking for themselves
- Needed the ability to update policy and manage bookings behind the scenes

Solution + Success

“We definitely have been able to see a lot of cost savings by using Egencia,” says Thompson. “And the main way that we see savings really comes with being able to build our policies into Egencia.”

Building travel policies right into the platform and being able to update them easily whenever needed, allows Air Methods to set price thresholds, prioritize preferred properties in cities where they have negotiated rates, and use Egencia Preferred Rates in cities where they don't. Additionally, Egencia's ability to find the best hotel rates, even after booking, has further helped them stick to their budget. “Egencia is always out there searching for the best fares for our flights and the best room prices for our hotels.”

And it just gets better. Even with vastly improved policy compliance and cost savings, Air Methods travelers are happier than ever with the travel program, with 98% online usage right out of the gate.*

Egencia has made life easier on Thompson and her team as well. “Onboarding with Egencia was very, very smooth,” says Thompson. “All in all, it was a flawless process and our travelers have been very happy with the platform since.”

*Air Methods travel program online adoption reporting in Egencia, January 2023.



On a day-to-day basis, Egencia's data and reporting functions have enabled Air Methods to monitor travel costs, track travel patterns, and optimize compliance with policies. “I am always using the Data Hub and Egencia Analytics Studio to pull reports,” says Thompson. “We also provide reports to other departments so that they can track their travel spend and see where their travelers are going.”

Egencia even helps Thompson equip the company's leadership team, so they can chart the course ahead more effectively. “I provide a weekly report to our leadership so they can track future travel and see where their travelers are going to be, make sure it's all in their budget and within their policies, and that they know where their teammates are.”

“We have a really high online adoption rate with our teammates utilizing the tool,” says Thompson.

“And we also have the mobile app which our road warriors use a lot to make changes like last minute bookings.” Travelers also feel supported by access to a live agent if and when they need personalized help. “Their customer support service line, open 24/7 for our teammates to reach out to any time they need to make changes, makes it possible for them to get to where they need to be.”

**Kimi Thompson,
Air Methods Travel Manager.**



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