



Pre-Trip Notification Helps Invensys Increase Compliance Through Motivation & Education

On Decision to Go With Pre-Trip Notification:

“If there’s a lag in the review process, this can be a problem, because the fares change so frequently. Traveler service is important and pre-trip approval might impact it. Our approach focuses on improving our processes with change management and communication. Policy sets the expectation; most people, if they are aware of the expectation, will comply.”

—Dan Blaney
Global Commodity
Manager

Invensys is a global industrial automation, controls and transportation group, with approximately 30,000 employees and operations in 60 countries. Invensys’ North American operations include APV, Controls, Eurotherm, Process Systems, Rail Systems, and Wonderware business units.

Goal: “Protecting our assets – traveler safety is critical – and pushing to the lowest logical cost while meeting our travelers’ needs.”

Invensys wanted to enhance the profitability of its business units while providing a consistent level of best-in-class service to travelers. In addition, Invensys wanted to increase compliance across core dimensions (online adoption, advance/restricted ticket purchases and preferred supplier usage).

Solution:

Invensys deployed a comprehensive change management program in North America to increase awareness around compliance, with executive level sponsorship by the VP

leading Invensys’ global Supply Chain Council. A pre-trip notification process was implemented in which travelers and their managers receive e-mails in response to out-of-policy bookings advising them of other options and attendant cost savings. Post-trip exception reporting goes to business unit finance teams so they can work directly with travelers. Invensys also uses incentives (e.g., American Express Gift Check raffle for the business unit with the highest car rental increase in compliance).

Results:

Invensys saved \$1.2M annualized in North America during the first seven months of using the pre-trip notification process. Savings were derived from increased online adoption and advance ticket purchases (+20%), restricted ticket purchases and preferred carrier usage (+10%) and preferred hotel bookings (+15%).