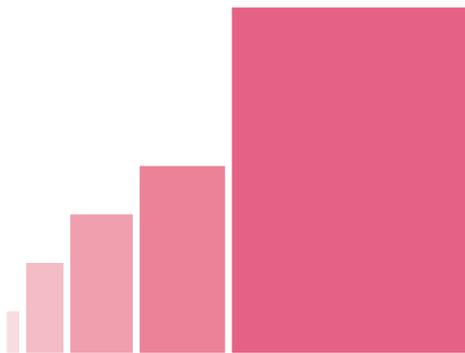


## Flight Centre Case Study

**Infoview**<sup>™</sup>  
INSIGHTFUL  
DATA ANALYTICS



# 500%

FIRST YEAR RETURN ON INVESTMENT

“The catalyst for selecting a [Telecommunications Expense Management] provider was to give Flight Centre visibility and control of our inventory and costs so we could move to a multi-vendor model.”

**Ben Barnes**  
General Manager of Finance



### Expense Management

## Compelling return on investment for multinational travel group

Flight Centre Travel Group formed a strategic partnership with Infoview to implement multi-vendor telecommunications expense management technology that gave the travel giant a return on investment in excess of 500%.

Historically, Flight Centre’s expansive telecommunications were provided by a single carrier. Over time, focus, competitiveness, visibility and control of service inventory were lost. The consequences were huge. Moving to a multi-vendor platform provided Flight Centre with deeper insight into its telecommunication services allowing them to reap clear and defined benefits across the organisation.

#### Focus was placed on:

- Increasing visibility and control over asset management and inventory tracking
- Gaining confidence in billing accuracy
- Creating a disciplined approach to the provision of services
- Implementing a dispute management process
- Allocating and redistributing costs.

Flight Centre established a number of strategic partnerships to achieve these goals, one of which was with Infoview.

Flight Centre Travel Group is one of the world’s largest travel agency groups. It has company-owned operations in 11 countries and more than 2500 stores. After starting with one shop in the early 1980s it has enjoyed remarkable growth to become a \$13.5 billion business consisting of more than 30 brands and employing more than 15,000 people.

### SUCCESSFUL DATA SOLUTIONS

Infoview empowered Flight Centre to take control of its telecommunications inventory and expenses through the implementation of the bespoke Infoview Oneview (Billing and Asset Management) software. The Oneview software and the personalised, strategic advice provided by Infoview not only helped Flight Centre realise immediate cost savings, but also reduced administrative overheads and provided executives and cost centre owners with a clear and concise view of high level expenditure and trends.

Return on investment relating to annual telecommunications fees and disputes credited was in excess of 500%. Administrative efficiency improved. Telecommunications costs could be correctly allocated to business divisions. Staff time and effort was spared.

Even without measurable outcomes, the results were compelling. Oneview gave Flight Centre the technology it needed to drive data further, confidently taking control of expenses and ultimately achieving their strategic business objectives.