

## Thrivent Financial for Lutherans

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### Organization Profile

Thrivent Financial for Lutherans is a not-for-profit, Fortune 500 financial services membership organization helping approximately 2.6 million members achieve financial security and give back to their communities. Thrivent Financial and its affiliates offer a broad range of financial products and services including life insurance, annuities, mutual funds, disability income insurance, bank products and more. As a not-for-profit organization, Thrivent Financial creates and supports national outreach programs and activities that help congregations, schools, charitable organizations and individuals in need.

### Travel Program Profile

Thrivent Financial for Lutherans developed a robust travel program that features outstanding program compliance, significant cost savings and company-wide integration. In addition, Thrivent has instituted practical traveler safety and security programs.

### Cost Savings & Process Efficiency

Ensuring that travelers use preferred suppliers is an essential ingredient for cost savings. Thrivent's program compliance figures are impressive, with 100% of travelers using the preferred travel agency and 100% compliance with preferred hotels. Air travel is meeting contract goals and 78% of travelers use the online booking tool, with further improvement steps in progress. Not only do travelers comply, they are happy to do so. Ninety percent (90%) of frequent travelers rated the travel program as either good or excellent. Program performance and usage are tracked via scorecards, updated quarterly, reviewed by leadership and used to manage behavior.

Thrivent is focused on supplier development and continuous improvement of services. It requires its preferred suppliers to meet a prescribed number of times throughout the year to discuss quality of service and identify improvement actions if needed. Through strong supplier relationships, Thrivent has realized significant savings, which can be measured in both hard dollars and in reduced administrative effort. Thrivent's rigorous supplier management efforts are supported by its corporate charge card program which provides expense reporting information and thereby tracks centralized data for supplier management and spend management.

Another example of Thrivent's travel management integration efforts is leveraging total travel spend across all transient business travel, meeting and incentive travel to optimize price as well as terms and conditions of travel supplier programs.

Another dimension of Thrivent's cost savings initiative is a recent move to a more sophisticated automated expense reporting tool, which resulted in a 50% reduction in activity associated with creating and submitting expense reports. Furthermore, Thrivent is expanding its online booking to include event planning, which is expected to realize additional savings in the near future.

In addition, Thrivent has been able to leverage its efforts on its travel program across other mobility disciplines, including virtual office. Thrivent has recently implemented a wireless telecom policy to better support demand for and management of corporate-issued mobile devices. Thrivent's travelers are informed of this policy as well as of the various supplier relationships (e.g. all travel programs, Purchasing card, T&E card, office supplies, mail/delivery services, multi-function device options, etc.) which enables a simplified purchasing process and optimal pricing.

**Risk Management/Safety**

To mitigate risks for traveling employees, Thrivent implemented an International Travel Security Policy in 2008. The policy provides international travelers with a travel risk rating based on the country they are visiting. Travelers are encouraged to postpone or cancel plans if travel risks are too great. All plans are reviewed by the Director of Corporate Safety and Security, who can require additional security precautions (e.g., security detail) as needed. Thrivent has also put in place a Travel Emergency Protocol, which provides travelers a means to contact someone at Thrivent 24/7.

**Summary**

Thrivent's focus on compliance, cost savings, safety, and integration of its travel program with other areas of mobility allows the organization to provide its travelers with a safe and comfortable environment that maximizes savings.



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1 Runzheimer Parkway, Waterford, WI 53185-3599