

USAA (United Services Automobile Association)

Organization Profile

USAA, a company of 22,000 employees, provides financial products and services primarily to the armed forces and their families. USAA's mobile employees rely on diverse transportation options, including commercial air transportation, private aircraft, and/or business vehicles, depending on business requirements.

Travel Program Profile

USAA applies leading practices to its business travel program based on three simple goals - safety, effectiveness and efficiency. USAA's commitment to traveler safety and security, high employee satisfaction scores, its impressive on-line booking adoption rates, high utilization of preferred vendors, and continued lodging savings make it an industry leader in travel management.

Risk Management/Safety

USAA's proactive approach to safety is managed through robust supplier contracts, safety performance monitoring of preferred providers, and use of metrics. USAA systematically monitors accident rates for preferred airline partners using data published by the Federal Aviation Administration (FAA). For preferred hotel properties, USAA gathers police reports every six months and analyzes metrics in reported activity (burglaries, assaults, vehicle break-ins, rape, etc.). If a hotel property experiences an uptick in criminal activity, they are put on warning or possibly removed from the preferred supplier list if tolerance levels are exceeded.

Talent Management/Employee Satisfaction

The effectiveness of USAA's travel program is measured primarily by customer satisfaction rates, which are reviewed regularly. In 2008, USAA surpassed its aggressive program goals of 93% satisfaction, with results showing 95% of responses in the Very Satisfied and Extremely Satisfied categories.

Cost Savings & Process Efficiency

USAA tracks program efficiency in two ways – through savings associated with negotiated rates and adoption rates for its on-line booking tool. As a result of aggressive negotiations with air travel suppliers, USAA achieved annual savings of 6% of total air spend when compared to US domestic ticket published rates. USAA was also able to achieve significant savings in its lodging rates with preferred suppliers nationwide.

Closely related to USAA's ability to drive savings through preferred suppliers is the usage of these suppliers. In 2008, USAA achieved a 64% utilization rate of preferred airlines. In addition, USAA's adoption of on-line booking is an impressive 75% of all bookings.

Furthermore, in 2008, USAA introduced a standardized travel authorization request process and a standardized post-trip report that is used across the enterprise. These intranet-based tools have greatly simplified administrative processes.

Summary

USAA's focus on safety, effectiveness and efficiency results allows it to execute its travel program in a manner that provides a safe, comfortable and cost-effective means of transportation to its employees and an ability to serve its customers in a time-sensitive manner.



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