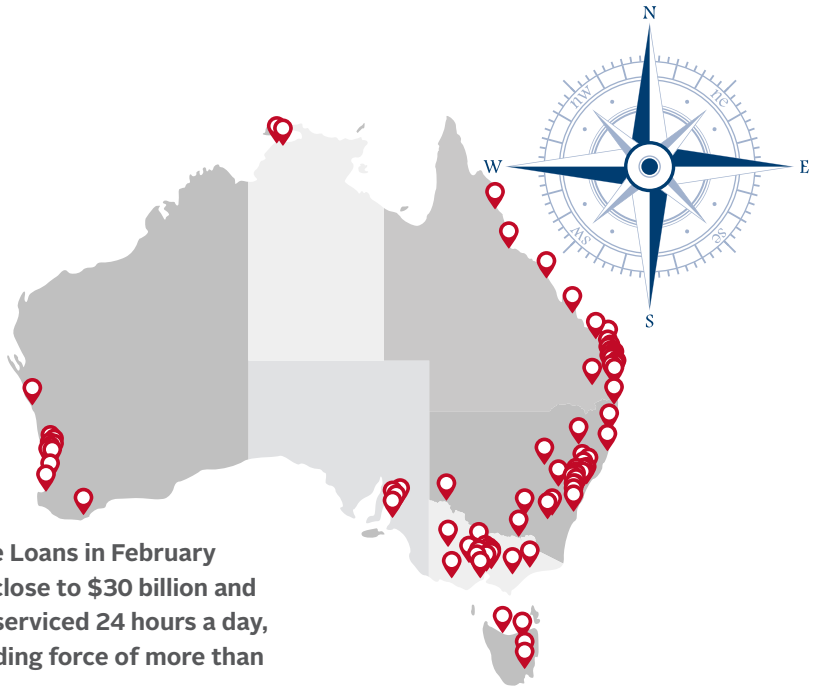


Case study:



Since its establishment in February 1992, Aussie Home Loans has grown to become Australia's leading non-bank retail financial services group, with operations spanning all Australian capital cities and major regional centres.

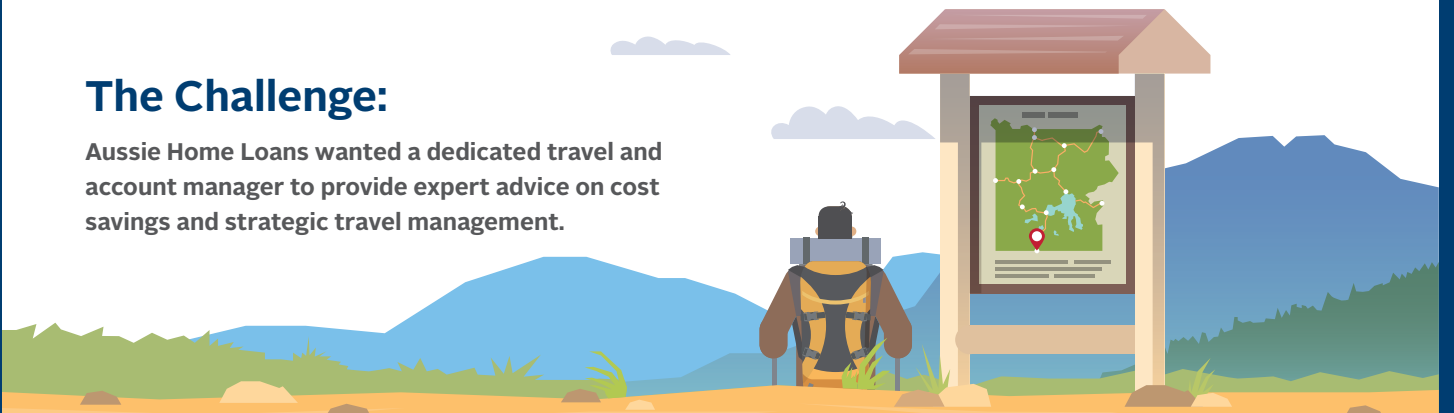
Following the acquisition of Wizard Home Loans in February 2009, Aussie now has a loan book worth close to \$30 billion and has more than 250,000 customers being serviced 24 hours a day, seven days a week by Aussie's mobile lending force of more than 800 mortgage advisers.



Partnering with FCM since 2009

The Challenge:

Aussie Home Loans wanted a dedicated travel and account manager to provide expert advice on cost savings and strategic travel management.



The Solution:

As part of FCM's strategic management of their program, FCM leveraged its broad industry reach, industry experience and established supplier relationships to improve their supplier negotiations with major hotel and airline partners.

FCM also has helped the company to implement a new online booking tool that was easy to use and encouraged travel policy compliance through the use of Best Fare of the Day and Best Rate of the Day.

Additionally, Aussie Home Loans requires regular reporting and data analysis and employee traveller tracking to identify reasons for missed savings – FCM's solution for the client was to implement reporting technology.

The Results:



Tailored Strategic travel management solutions have reduced the company's transaction fees alone from 6.8% of its travel spend to 2.9%.



Booking online through FCM's online tool helps Aussie Home Loans to achieve travel policy compliance and prevent leakage on hotel and airfare bookings.



FCM's online booking tool helps improve travel spend visibility and create a corporate travel culture within the organisation that is geared towards cost savings.



The use of Best Fare of the Day also has reduced the company's average domestic airfare.

