



Case Study

Valiant TMS

In partnership with FCM since

2017

Travelers

1300+

Regions of trade

CAN & MEX

Partnerships in times of organizational change

Valiant TMS helps companies develop creative solutions to complex manufacturing challenges. Leading the way in digitization, process development, design and technology integration, Valiant TMS is a globally trusted partner dedicated to delivering intelligent automation solutions.

With an evolving industry and a focus on agility, change is an integral part of their business process. When change came to managing travel within Valiant TMS, the value of a strong TMC partnership to enable the continuation of the program objectives really came to the fore..

Using change as an opportunity for improvement

When a new travel manager was appointed to oversee the Valiant TMS travel program in 2019, FCM worked with her to document, address, and train all the key elements of the travel program partnership. The handover of the travel program to a newly appointed travel manager allowed for Valiant to place even greater emphasis on business goals for travel including cost savings, timely services, and traveler satisfaction. Working together to understand and identify improvement in the current program, the relationship between FCM and Valiant truly began to shine.

Through a series of regular meetings, FCM and Valiant's new travel manager reviewed the entire travel program from end to end, establishing a baseline for the current program to correlate against Valiant's current business goals and identify where improvements could be made. This review included:

- Optimizing the use of FCM technology
- Reporting tool training sessions
- Joint meetings with airline, hotel and car suppliers
- Virtual payment provider reviews



With improved processes in place, the Valiant TMS travel program has delivered impressive results. In 2019 the program achieved:

\$400K

in total travel
program savings

14%

savings on
hotel program

12:1

program ROI
(\$12 in savings for every \$1
on transaction fees)

11%

savings on car
program

Moreover, the feedback from Valiant's travel manager proves how essential it is to build a strong relationship with your TMC in order to push boundaries and drive program improvements.

“Our Account Manager, Cory McCormick, and the dedicated FCM agent team, led by Tara Alexander, have been very supportive, efficient, professional, proactive and result-oriented.”

CINDY PHAM
BUYER & PROCUREMENT OPERATIONS