



# Case Study

## Tractor Supply Company

In partnership with FCM since

2018

Travelers

600

Regions of trade

USA

### Driving savings through consolidation and data visibility

Tractor Supply Company is the largest lifestyle retailer in the United States and for 80 years has provided a one stop shop for those who enjoy the rural lifestyle. With over 40,000 staff in 1,904 stores across 49 states and a strong ecommerce platform, the organization has employees traveling across the country as they continue to build their business.

Prior to partnering with FCM Travel for their corporate travel needs, Tractor Supply Company had an unmanaged travel program where different business areas were conducting their own travel based on needs specific to their business function.

Bringing visibility of their consolidated travel spend was a game changer for managing vendor contracts, improving vendor discounts and improving the value generated for their business from travel dollars spent.

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### Program visibility through data

Tractor Supply Company's unmanaged travel program was not proving the consolidated value that a managed travel program would provide. Various processes and agreements existed for employees based on which business unit they belonged to.

The decision to go out to RFP was driven by the need to create value from their travel spend to benefit their organization. Following a thorough RFP process, Tractor Supply Company awarded their business to FCM Travel to help deliver their goals of consolidating and improving their travel program.

FCM delivered on their specific travel goals while also providing visibility into the data being generated from the new program. This data was the first time that a holistic view was present for the scope and use of the travel program. Using this data, it became apparent Tractor Supply Company's vendor contractors could be renegotiated to increase the savings returns. Further, new vendor contracts could be procured and overall travel behavior that impacts costs could be assessed.

In the prior financial year, the program generated an 18% savings return for the organization. Engaging with FCM Travel had resulted in a 7 to 1 Return on Investment.

# 18%

Travel Savings

# 7:1

Return on  
Investment

# \$106k

Ticket Wastage  
Avoided

## Unused Ticket Management

A secondary benefit from the managed travel program and visibility of data was Tractor Supply Company's unused ticket management. Prior to consolidating the travel program there was no visibility into the tracking and use of unused tickets within the organization. Using the tracking solution provided by FCM, they were able to manage unused tickets in a highly effective manner that contributed more than \$55k in used tickets for 2019.

When COVID-19 hit in early 2020, this new process helped significantly as tickets could easily be managed with the ever-changing airline policies on the validity of each ticket based on their issuance data. With limited travel occurring, this initiative amounted to another \$51k of tickets being saved from potential wastage.

“Through our partnership with FCM, we have been able to grow and more efficiently manage our travel program. Additionally, the timely response and guidance we’ve received from our account management team has been great - they are always just a phone call or email away!”

LEIGH STEVENS  
MANAGER  
TEAM MEMBER SERVICES

