

Ministry of Defence Takes Delivery of New Online Travel Booking Tool

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The Situation

With budgets under pressure, the Ministry of Defence (MOD) sought greater control over its travel management processes and costs. It needed a solution to replace a diverse range of systems used by different units. These involved paper-based processes requiring form-filling and the production of printed warrants that were proving inefficient and costly.

The Solution

Capgemini has been supporting collaboration across the MOD through DECS (Defence Electronic Commerce Service), a secure communications solution under a long-term contract. As part of this, Capgemini worked with MOD's Defence Travel (DT) Team and Hogg Robinson Group (HRG) Travel Service Provider to the MOD to develop, test and roll out an intuitive web travel service to help contain costs.

The DT online service is available for use worldwide by some 300,000 personnel.

Royal Navy,

Army, Royal Air Force and MOD personnel of all ranks, both individuals and groups. The core supporting IT systems run on DECS, managed from a secure Capgemini UK data centre.

The Result

The online self-booking tool gives users an easy-to-use service and single point of contact for all business travel. Users also have instant access to in-depth information supporting their business travel requirements.

How the MOD and Capgemini Worked Together

Faced with inconsistent access to information about low-cost travel options for personnel needing to book all forms of business travel including hotels, MOD needed a solution that was both easy-to-use and prompted better, more cost effective travel booking decisions.



“Defence Travel is providing the Department with the tools to manage travel better. Individuals can compare different modes and types of travel and make decisions over the most efficient means of travel.”

**Head of Defence Travel,
Ministry of Defence**

In order to understand MOD's very specific requirements, Capgemini worked closely with key team members, both onsite at the MOD and during frequent workshops and discussions. This intimate approach was one of the strengths of the project and a reason for its success. The reporting line was at a high level, with the main contact being the Director of Supply Chain Operations and Movements, and regular reporting further up the MOD hierarchy due to the keen interest in benefits realised.

Capgemini's reputation for collaboration was amply demonstrated. The MOD was clear that all players in the project should work closely together and Capgemini took on the responsibility of facilitating collaboration with HRG to ensure joint success and escalation to handle any commercial conflicts.

Security and data handling, a key challenge, provided critical focus for the project team. DECS underpins this security element by collating MOD user information and only making a limited subset available to external parties.

The June 2008 launch followed rigorous trials involving some 6,000 personnel of different ranks in a number of countries and units. The launch in Whitehall included a live demonstration to senior officers of all three services and senior members of Other Government Departments.

The official launch, however, was just one step in the journey for the MOD's new online booking facility. The partners delivered an Early Operating Capability in late 2007 by providing a limited subset of functionality. This was progressively expanded to deliver the full functionality, including rail and overseas car hire.

The DT Service provides extensive schedule and fare information for available flights, trains and overseas cars, with an integrated display showing scheduled airlines, low cost carriers and rail, and includes CO₂ emission estimates. No other

system includes this information on the same screen.

It also provides a comprehensive configuration set up to meet diverse Departmental travel policies for each mode of travel. This includes items such as expenditure limit by grade, preferred (or banned) carrier, linked cost centres to travel bookings, and reason codes for travel outside policy.

The MOD is using EBIS in "Restricted" mode, incorporating additional security

for access from government secure networks using DECS. It also includes a Business Intelligence Model (BIM) Reporting Service to allow departments to monitor adherence to policy and expenditure across all levels as well as facilitate rate negotiation.

The MOD is mandating use of EBIS to leverage volumes, focus on traveller behaviour and encourage travellers to book simple journeys online. Overall, the department has targeted savings of 10% to 20% per year.



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In collaboration with



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political control of all military operations. It controls resources for the Armed Forces of some £30 billion per year. Within it and across MOD, military and civilian personnel work closely together to deliver Britain's defence.

For more information, please visit:
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