

WHY PARTNERSHIP MATTERS MORE THAN EVER IN A PANDEMIC

We speak to a Paris based global investment and asset management company, about the impact of Covid-19 on their travel programme and the support that Reed & Mackay has provided throughout the pandemic.

How long have you been working with Reed & Mackay in France?

“We have been working with Reed & Mackay in France for more than ten years. In all honesty we no longer know why we chose you several years ago but one thing is certain, we know why we are with you today!”

10+ YEARS
OF WORKING IN PARTNERSHIP

How has Reed & Mackay been able to add value when travel is at a standstill?

“When the pandemic began, we were relieved to see that Reed & Mackay was still available 24/7. We had to make numerous changes or cancellations to flights and Reed & Mackay has been fantastic.

We have had to postpone or cancel nearly all business trips and Reed & Mackay has always managed to obtain credit notes or refunds for eligible routes.

Internally, our IT infrastructure was already being developed to enable us to communicate better with our clients and employees through videoconferencing, so until we can travel again, we are relying heavily on that.

For a brief time in the summer travel did resume for some routes but we haven't been able to schedule trips to the United States which represents a significant amount of our travel.

The pandemic was so unexpected and has lasted for such a long time, it feels very uncertain but we feel fortunate that we have been able to secure refunds and set up rescue solutions with your support.”

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“Our dedicated travel team has been a great support to our travellers, getting them successfully home when borders started to close and keeping our business updated with health and administrative information. They have also contacted the local agencies across the globe to work with them on helping to keep our people safe and informed no matter which office they belonged to.

For the few trips that were possible, our Reed & Mackay team were with us every step of the way, from A to Z, communicating all the necessary information in real time on the obligatory measures and steps to be taken. This was essential to ensure that where business trips could take place, they were conducted in a way that meant the best possible health and safety conditions for our employees.”

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Have you made any key changes to the foundations of your travel programme?

“We have migrated to a new online booking system and have reviewed all procedures so that we are able to start again on a solid basis with our new tool, more up to date and more responsive to the expectations of our group.

Sandrine, our Account Manager and Sylvain who leads the travel team have been fantastic and have conducted numerous training courses in French and English. We’ve also had great support from Stephanie and Marine Elodie within our service team.

The time available to us has enabled our teams to better understand what we needed from a tool. As soon as business travel recovers, which we hope will come soon, we will be ready!”

So, you would consider the implementation of your new booking tool a success?

“We’re very glad that Reed & Mackay suggested moving to a new tool while we are travelling less, as it would have been difficult to create the time for the project in normal circumstances. The new tool is bringing great added value to our travel programme.

Each time we encountered a challenge, the team dealt with it efficiently, putting creative solutions in place to make it work.

We are delighted with the progress, support, management and results of this project. The follow-up by our dedicated team has been flawless. We would like to thank our dedicated team for being there for us throughout the project.”

OUR TEAM HAVE PROVIDED
EFFECTIVE SOLUTIONS AT SPEED



The pandemic has changed the way that travel management companies are working with their clients. What differences have you seen in the short term and what value do you expect Reed & Mackay to deliver in the longer term?

“When things are so uncertain, we are very pleased to be able to continue to count on a reliable team that is able to help us at all times.

Longer term, the projects are there, we are simply waiting for the reopening of the borders and the resumption of flights by the airlines to complete them. In short, we hope for a very rapid recovery and we are counting on the expertise of our travel management company to guide us in this changed world when we can move again!”

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