



Case Study:

Effective ground transport for a Global Pharmaceutical company

Background

GroundScope work with a leading Global Pharmaceutical company which discovers, develops, manufactures, and markets leading prescription drugs across global markets.

The challenge

The company's ground transportation solution was complex with long lead times in confirming client bookings, a dependency on a single service provider and lacked visibility of cost. The company required an independent solution to co-ordinate ground transport needs for the UK with the potential ability to make this available globally. Critically, they needed a system to assess all combinations of resource and booking to determine the most efficient and effective service. They also wanted to work with more local service providers, investing in their local community.

Our solution

The company choose to work with GroundScope because of our ability to provide an independent, fully managed solution. Our ability to negotiate uniform rates with local service providers, follow specific billing practices and co-ordinate the company's ground transport in the UK, US and RoW through a single booking platform gave us a strong competitive advantage.

We spent time understanding the company's unique requirements, speaking to key stakeholders. We re-wrote processes, providing a streamlined, co-ordinated approach to ground transport.

Our solution incorporates a more efficient booking platform with access via the company intranet allowing individuals to book and manage ground transportation requirements personally, wherever they are in the world. Bookings and billing are routed via the GroundScope platform with a high level of MI reporting.

This is supported by instant booking confirmation and advice from a 24/7 support centre. Our standard solution includes the auditing, vetting, training and management of global service providers giving the company the confidence to extend their use of local providers. Finally, our uniform rate card and comprehensive MI reporting has given the company the ability to understand and manage ground transportation cost as well as generate considerable savings.

The benefits

- The solution provides a faster, more effective and user friendly interface.
- Spend on ground transport is visible and controlled.
- Cost containment through a uniform rate card.
- GroundScope manage service providers ensuring adherence to SLA and security requirements.
- GroundScope assess journey profiles to allow understanding of travel requirements.