

NUMICO GETS AIR FRANCE KLM GLOBAL DEDICATION AND KNOW-HOW



Monique Beerends, Corporate Travel Manager - "Travel policy at Numico is drawn up with our travelling executives in mind: that's why Piyush Patel and I are jointly responsible. It's my job to look after the human factor, whereas Piyush is concerned with the contract side of travel – an ideal team."



Piyush Patel, Purchasing Manager Travel – "And then, of course, it's my job to make sure we get the best deals without having to cut back on the ease and comfort of travel. Our contract with AIR FRANCE KLM delivered us the level of service that we are after."

Numico

Numico is a high growth, high margin, specialist baby food and clinical nutrition company. Acknowledged as the European and Asia Pacific market leader in infant nutrition and medical nutrition, products range from infant milk formula to specialized nutrition for babies with specific needs, to medical nutrition, diet products and disease-specific nutrition. Numico was acquired by Danone, the global leader in dairy products, in October 2007.

Challenge

Numico has offices in 35 countries in EMEA, Asia and America. Its head office is located at Schiphol in the Netherlands. "As multinational company we purchase approximately 600 flights per month. We encourage our executives to travel and keep close personal contact with suppliers and customers. Such a policy means you also have to keep the well-being of your employees in mind. Smooth travel options and a high service level are more important than finding the cheapest flight. Comfortable - yet cost-conscious travel - is what we aim to offer our frequent travellers," explains Beerends.

Solution

"Our approach to travel is completely contrary to what is 'à la mode'. Whereas most multinationals do all or most of their booking online, we've consciously chosen for offline bookings only - through our travel agent. Our itineraries are usually complicated: dedicated account managers offer us unique added value because they know exactly, down to the last detail, what our requirements are. In addition, we have a global contract with AIR FRANCE KLM by way of which we get the high service level we are looking for at a fair price," Patel adds.

Benefits

Both Beerends and Patel consider the biggest benefit of the AIR FRANCE KLM Global Agreement to be the smooth manner in which any problems that do arise are managed and solved. "Of course, with so many people travelling on such a frequent basis, problems are bound to crop up. That things go wrong doesn't really matter, as long as they are solved quickly and professionally. An account manager who knows how to sink his teeth into a problem and a back office which is at hand the instant one of our executives faces a problem are all-important. Such dedication and know-how is available to us by way of our AIR FRANCE KLM Global Account Manager and AIR FRANCE KLM Global Support."