NEPO507 Travel Mangement Framework

NEPO have developed a collaborative procurement Framework to deliver savings, maximise efficiencies and promote best practice and have appointed Click Travel as the sole travel management provider. The new solution commenced on 1st August 2020.

It has been a tough and unpredicted year for the travel industry, due to COVID-19. Click Travel are a tech company with low overheads and a strong domestic travel focus which allows them to be very reactive to the markets current needs, Domestic travel is expected to bounce back first within the UK, which provides Click the premier opportunity to support public sector and their return to business travel.

With traveller safety now as the number one priority for businesses, ClickCare has been introduced to the platform.


ClickCare

Traveller safety shouldn't come at a premium. By protecting and caring for your travellers at no extra charge, ClickCare seamlessly supports your risk management and duty of care requirements.

Before you book

✓ Set travel restrictions by criteria or destination

✓ Control travel bookings to some or all destinations

✓ Receive country-by-country travel advice pre-travel

✓ Filter by COVID-19 secure hotels in search results
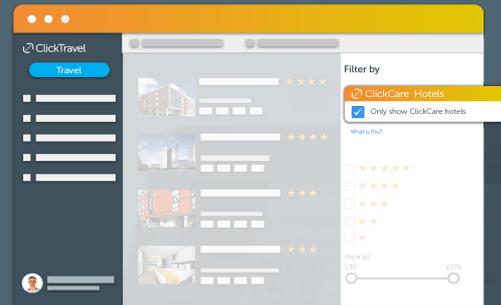
Before you travel

✓ Customise email confirmations to keep travellers up to date

✓ In-app travel alerts sent 24/7/365

✓ Report by location and map where your travellers are

While you travel

✓ Know where your travellers are with real-time traveller tracking

✓ 24/7/365 customer support by chat, phone & email

✓ Full crisis management provided by the Click Travel team

✓ On trip-alerts sent to travellers in affected regions
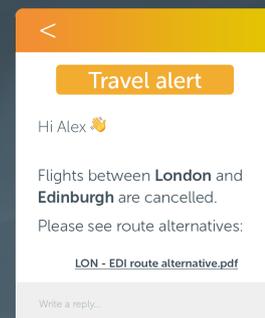
Post-COVID Planning for Click Travel

Further to the introduction of ClickCare, Click's package of measures for supporting risk management, responding to hot spots, locating travellers and providing up to date COVID-19 info all within one-platform, they have also introduced a dynamic ClickCare hotel filter so as users can focus on only ClickCare hotels. When a user clicks on a ClickCare hotel they can see a list of the measures which the hotel has in place - which enables the user to compare and contrast different ClickCare hotels. Further, if a traveller stays at a premises and wants to report feedback there is a dedicated button enabling them to do this within the platform which through AI is automatically routed to the COVID team and if the feedback is negative the hotel is immediately removed from the hotel filter and the relevant Account Manager for the hotel informed. This way Click are using their traveller community to give real time feedback that enables the ClickCare filter to be dynamic in real time.

ClickCare

Locate travellers

Location
London
Radius
5 miles
From / Until

< May 2020 >

Mail

Incident report

Incident report

ClickCare Hotel Search Filter

NEW!

ClickTravel   nepo