



CLC LODGING

CASE STUDY

“ CLC will save us literally thousands of dollars this year — and our drivers now use the CLC app to book their own rooms. This is a huge money and time saver for us! We love it.” ”

- John Steele, Travel and Delivery Manager



The Onyx Collection manufactures shower bases, lavatories and a wide variety of elegant tub and bathroom related accessories. With 9,000 dealers nationwide and \$100 million in annual sales, Onyx has grown its business with superior craftsmanship, its “forever” guarantee, and its ability to deliver product across the continental U.S. quickly.

THE CHALLENGE

Onyx was spending a significant amount per month on hotel costs to support 40 delivery drivers on the road on any given day.

The Onyx office team was spending 8+ hours a day booking hotel rooms — and handling countless last-minute reservations and hotel changes due to low quality rooms.

Onyx drivers were limited to budget hotels in an effort to trim costs, which often meant tired drivers were getting sub par rooms.

Onyx walked away from two top name online hotel booking sites as their quality declined and prices rose. In addition, the Onyx team was frustrated at the quality of service they received when calling customer support.

THE CLC SOLUTION

In their first month with CLC, Onyx saved 20% on lodging costs.

95% of Onyx drivers now use the CLC mobile app to book their own rooms. They call CLC 24/7 traveler support with all rooming issues. Combined this has given 40+ hours per week back to the Onyx office team.

Due to CLC buying power, Onyx is able to set cost-per-night limits but still secure rooms at reputable national hotel chains, helping assure tired drivers get a good night’s rest.

The CLC traveler support team is located in Wichita, Kansas, and provides solutions immediately or within minutes, and is available 24/7/365.



CLC LODGING

1.866.369.4755 | clclodging.com

600,000+

Travelers Supported

\$400 Million+

Savings for Our Members Annually

17 Million

Annual Nights Booked