

*"Instead of our employees spending \$150 on a Chicago hotel room, they're spending \$99. That's a significant level of savings."*

**Dan Prellwitz**  
Operations  
Packer's Sanitation  
Vice President of  
Human Resources



## Packer's Sanitation Service (PSSI)

- Market leader in contract sanitation services for over 40 years, located in Mt. Pleasant, Iowa
- Delivers over 300 plants for USDA inspection every day
- 10,000 employees average 2,000 room nights/month in U.S. and Canada

### Challenge

PSSI's huge workforce presented the company with employee lodging complications. The company has two unique traveler types – account management travelers that typically travel on their own and crews involved in starting up new customer locations.

Individual travelers tended to select lodging based on brand familiarity resulting in the employee driving miles out of the way or paying too much for the room. "We often heard the excuse that employees weren't able to find a decent hotel in a travel area," said Dan Prellwitz, Packer's Sanitation Vice President of Human Resources.

Crew travel presented additional challenges during new-site implementation. While established sites' crews are pulled from the local area, implementation crews are composed of employees from existing locations. Hotel negotiations were often a secondary consideration as the main goal was to bring the employees to the new location. Both traveler types left the company with higher-than-expected rooming costs.

After the stays, the accounting team faced with the challenge of auditing multiple hotel bills and expense reports. Despite the team spending a significant amount of time on negotiations, the billed rate fluctuated and often wasn't what the team had negotiated.

### Workforce Lodging Solution

CLC's Lodging implemented its workforce lodging solution for PSSI's account management travelers in 2010 and provided immediate hotel savings. Room rates were lowered in excess of 20%.

With an extensive network of 10,000+ name-brand hotels with pre-negotiated rates, PSSI's travelers had plenty of hotel options. In addition, CLC's 24-hour Traveler Support Center provided employees with extensive check-in support and directory assistance. Travelers quickly found out how easy it was to reserve rooms and get checked in.

CLC's detailed reporting, consolidated invoicing and proprietary 52-point electronic audit made it easy for PSSI to allocate their lodging expense on the backend. Monthly lodging spend is now just a click away for the company with CLC's online reporting. "It's one less line item on the expense reports," says Prellwitz. "The hotel spend comes straight to our accounting department."

In early 2011, CLC and PSSI teamed up to design a client-specific program geared towards crew travel. Implemented in late April, the program generated cost savings from the onset. "Bottom line," says Prellwitz, "CLC Lodging saves us money and standardizes our lodging program."

#### KEY CLC STRENGTHS:

- Consolidated purchasing power of 9 million room nights annually
- 24 x 7 Traveler Support Center providing check-in support, directory assistance and reservation services
- Accurate, timely billings which are easy to review
- Detailed, customized reports delivered on a timely basis
- Automated cost coding for easy tracking by region, division, employee and hotel



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