

"In 2012, the CLC Lodging program saved our company over \$100K in lodging expenses. We realized over a 34% reduction in our average nightly rate."

Darin Endecott
Vice President of Project Management & Quality

RUAN



Ruan Transportation Management Systems

- Ruan Transportation Management Systems was founded in 1932 with just one driver and a single truck. Today, they have grown into a nationwide company with 5,100 team members who are dedicated to finding the best transportation solutions for their customers. With more than 80 years of transportation management experience, Ruan is one of the top 10 privately owned transportation companies in the country.

Challenges

Ruan built a solid reputation by focusing on improving their customers' bottom lines. Partnering with CLC Lodging allowed Ruan to focus on their own bottom line by reducing lodging costs. Before finding CLC Lodging, Ruan travelers lacked the "Buying Power" they needed to negotiate preferred rates with hotels. The few negotiated rates they were able to achieve were with smiles at the front desk or by using the rates their customers had arranged for local visitors, neither was very effective on a daily basis.

Additionally, Ruan travelers would individually pay for their hotel stays and then keep track of all folios and receipts in order to file weekly expense reports. The diversity and variety of receipts, folios and reporting accuracy created challenges that affected expense reconciliation. Monitoring incidental charges and hotel billing errors was time consuming and often impossible. Ruan needed greater efficiency with their lodging spend and reporting process.

becoming a CLC Lodging customer in 2011. CLC has the consolidated purchasing power to negotiate rates with hotels and pass the savings along to Ruan, as well as to their customers.

"CLC provides us a means to act like a big purchaser of rooms, and we realized a great value for the service."

Darin Endecott,
Vice President of Project Management & Quality,
Ruan Transportation

The negotiated rates saved Ruan Transportation over \$100,000 in lodging expenses in 2012. Coupled with the benefits of direct billing to Ruan's cost centers and a network of over 16,000 hotels throughout North America, the improvements to their overall lodging processes have been dramatic. Ruan employees can now focus more on what they do best while CLC Lodging works to make their travel easier and less expensive.

KEY VALUES PROVIDED:

- Consolidated purchasing power of 12 million room nights annually
- 24x7x365 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

Workforce Lodging Solution

Ruan found a solution to improve both their bottom line and operational efficiency by