

5 Signs it's Time to Graduate from Standard Livery

1. Your current provider has become reliably unreliable



Reliability should be table stakes, but many ground companies lack processes, service standards, and the systems that govern them, resulting in lots of little ways a provider can fail to meet expectations.

These issues aren't just frustrating—they impact travelers' productivity, disrupt their momentum and introduce safety risks.

2. The frequency of travel—and the painful repetition of booking and managing it—has become unbearable



If you're booking enough ground that you spend a noticeable share of your day in repetitive tasks related to managing your ground providers, it's time to reevaluate your provider.

Look for a provider who takes these tasks off your plate and gives you confidence in their ability to do so consistently and accurately.

3. Multiple stakeholders need to be "in the know"



The need for visibility into ground travel movements transcends departmental and sometimes even company boundaries. Beyond executive assistants, flight departments, security teams, on-location personnel and personal contacts often need visibility into different stages of a trip.

Without a system for automatically keeping these and other stakeholders in the loop—systems that aren't common to basic livery services—manual effort is required to let each person or team know what's going on.

4. Your organization or traveler has become more high profile



Whatever the case may be, greater visibility (either positive or negative) can create new concerns for a travel planner.

Basic livery drivers may be able to provide a comfortable travel experience, but they're rarely equipped to help manage the safety risks associated with the movements of high-profile travelers.

5. Your relationship with your ground provider is more transactional than strategic

When you book ground transportation, do you feel like you have a partner that's actively looking out for your best interests and that's able to work with you in a consultative manner?

If your vendor takes orders but doesn't try to establish a longer-term relationship, they have little incentive to make sure every detail runs smoothly.



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