

Making Bid Responses as Seamless as Booking Travel

The Challenge

Known for 'Business travel made simple,' Australia-based QBT specializes in intuitive booking technologies, strategic account management, reporting and cost savings for its corporate travel clients, including its No. 1 client: the Australian Government.

Despite embracing a seamless and stress-free travel experience for its clients, QBT struggled to find a seamless process for responding to RFPs and other bid opportunities.

The team, which works with sales field experts on two to three bids a month, lacked a way to access company information from a centralized location, despite having a previous bid-management system. Specifically, they found their previous software hard to navigate and wanted to explore ways they could expedite the bid-management process. Having a customizable template they could update was a key requirement.

The Solution

Expedience Software implemented the Proposal Automation suite, along with its specialized Excel RFP product. The Excel add-on package greatly simplifies Excel RFP responses by integrating them with Microsoft® Word. As part of the custom implementation, Expedience:

- Created an automated template that fully met QBT's needs
- Rolled out customized training so QBT could easily manage updates
- Centralized the company's proposal content in one place

"Expedience was the obvious choice for us. It looks great and is easy to use. Having a customizable template is very beneficial for us; it allows both the Sales team and the Bid Management team to control the content efficiently."

– Sara Nedelkoska, Commercial Bid Writer, QBT



Company

QBT

Industry

Hospitality & Travel

Critical Issue

- Lack of consistency and central library
- Ability to respond to Excel-based RFPs

Solutions

- Automated Proposal Generation
- Content Management
- Styles Management
- Excel-based RFPs in Word

Impact

Since going live, QBT reports that their bid and RFP response process is much more efficient and allows bid team members to focus on the things that "really matter in the business."

Sara Nedelkoska, commercial bid writer, reports that the amount of time she and other team members save using Expedience has been significant.

"The fact that we have a library of content for our teams to go into and see is just excellent," she adds.

Training tailored to QBT's project ensured that bid team members would have total ownership of their proposal template, including modifying it as their business strategy changes. A key factor in selecting Expedience was that the software resides directly in Microsoft Word.

QBT's Sara Nedelkoska, a member of the commercial bid writing team, explains that since everyone knows how to use MS Word, rolling out Expedience would not be as daunting as implementing a new software and training the entire team from the ground up.



The process is much more efficient from the previous bid management system, with Expedience doing “a fantastic job” loading all QBT's content into their library, says Nedelkoska, who applauded Expedience VP of Client Services Diane Loudenback for serving as an “excellent point of contact” throughout the process.



Expedience Software

Expedience Software, founded by pioneers in proposal automation, operates where proposal professionals already work – in Microsoft® Word. Its solutions drive better proposal quality while accelerating the speed and effectiveness of proposal teams around the world. Expedience serves hundreds of companies in the financial and asset management, healthcare, legal, manufacturing and technology industries.

The company's rapidly growing footprint extends to customers throughout the U.S., Canada, UK, Germany, the Netherlands, Australia and New Zealand. Named one of the 20 Most Promising Sales Tech Solution Providers for 2019 by CIOReview and 50 Innovative Companies to Watch by Silicon Review, Expedience continues to lead the industry with its innovative expansion of Microsoft Office suite. Learn more at www.expediencesoftware.com.



QBT

With almost 40 years in the corporate travel business, QBT knows travel in all its complexity. QBT's goal is to ensure the travel experience, from beginning to end, is seamless, simple and stress-free for travelers, bookers, managers and finance teams. Highly experience consultants are based in Brisbane, Canberra, Darwin, Melbourne, Sydney, Adelaide and Perth. In 2018, Australian Travel Awards named QBT Corporate Travel Agency of the Year for over \$100 million revenue. Learn more at qbt.travel.com

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