



# PRO SPORTS CASE STUDY

**THE CHALLENGE:** The National Hockey League (NHL) identified league-wide inefficiencies with regard to team expenses. So, the league engaged globally renowned business productivity consultants Bain & Company to perform an expense analysis.

Bain identified insurance, energy for maintaining ice arenas and team travel as the top three expenditures. They also determined that travel was the greatest efficiency opportunity.

**THE NATIONAL HOCKEY LEAGUE IDENTIFIED LEAGUE-WIDE INEFFICIENCIES WITH REGARD TO TEAM EXPENSES.**



## CASE STUDY

### PRO SPORTS

#### THE SOLUTION:

Bain & Company selected PJS as experts to identify opportunities for travel efficiencies, including:

- Implementation of a strategic sourcing framework for team and league executive travel.
- Development of a dedicated Safety Management System.
- Increased communications efficiencies using web-based portal allowing teams to communicate roster changes, schedule updates, meal planning, transportation needs and billing in real time.
- Contingency planning for potential delays, such as for inclement weather or air traffic congestion.



- Implementation of a Charter Air Transportation Manual, customized for the unique needs of each organization.

#### THE RESULT:

By setting aside competitive rivalries and with a thorough supply market analysis, participating teams saw significant travel program savings in addition to eliminating pain points. Instead of each team relying on its own staff to learn and navigate complex travel planning, using a professional travel resource generated program improvements, including increased safety, simplified ordering and better financial reporting. By looking beyond incumbent suppliers, developing stringent criteria for supplier selection and implementing supplier performance management controls, these teams had a 20% reduction in per-hour flight costs and improved on-time performance. Overall, in the 2017-18 season, teams participating in the program saved 31% compared to other NHL teams while enjoying a dedicated aircraft and crew at no added cost. Cost savings aside, making minor adjustments and sharing process data among participating teams led to:

- Improved communications.
- Transparency in relation to each team's challenges.
- More choices with the implementation of contingency planning.
- Fewer surprises and an overall reduction in stress for travel management departments.

Private Jet Services Group (PJS) is a corporate aviation consultancy providing mission-critical flight services to a global clientele of corporations, professional and collegiate athletic teams, live entertainment tours, governments, and others who recognize the cost of their transportation is far exceeded by the cost of failure. PJS procures on behalf of those clients both VIP and standard configured airliners, regional aircraft, as well as light, midsize, and large cabin executive jets. PJS acts as agents for its clients in negotiating and facilitating transportation with licensed air carriers. PJS does not own or operate aircraft.

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