

Outsourcing

Thomas Cook UK: Bundled Outsourcing

Interactive Credential Transcript



High performance. Delivered.

Transformational outsourcing leads to high performance for Thomas Cook

Thomas Cook UK and Ireland is a key division of its parent company (Thomas Cook Group) it serves 6.3 million passengers and employs more than half of Thomas Cook's worldwide workforce of 33,000 people.

- Consulting • Technology • Outsourcing

"In our relationship with Accenture, we're not just outsourcing tasks. We are delegating responsibility. Doing so allows us to spend much more time focusing on what we want the business to be—namely a high-performance business that consistently beats its competitors."

Juergen Bueser, Thomas Cook Group chief financial officer

At a Glance

Client: Thomas Cook UK

Project: Bundled Outsourcing

On the web: www.thomascook.com

Executive Summary: Thomas Cook UK partnered with Accenture in a collaborative co-sourcing relationship to share the risks and rewards of business transformation.

Business Challenge

Thomas Cook UK knew it needed to transform its way of working if it wanted to improve profitability and minimize losses. The Thomas Cook UK management team responded to this challenge by enacting a far-reaching transformation program to cut costs, improve margins and integrate operations.

How Accenture Helped

Accenture and Thomas Cook created a shared services center—bringing IT, finance, payroll and HR admin under one roof.

When Thomas Cook merged with MyTravel in June 2007, Accenture was asked to manage the post-merger integration of back-office functions, and meet Thomas Cook's aggressive timeframe of completion in just four months.

High Performance Delivered

- Improved operations and reduced cost base by 140 million pounds in just sixteen months, an additional 30 percent saving delivered through global sourcing.
- Post-merger integration for the Thomas Cook Group completed in four months.
- Thomas Cook now has one of the lowest cost models in the industry and a profitability that is likely to be sustainable over the long-term.

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