



TRONOX 

Company
Tronox

Headquarters
New York City

Number of Employees
6,500

Industry
**Chemical
Manufacturing**

Products used
Travel

NAVAN



Tronox Gains Global Visibility & Consistent Agent Support with Navan

As a vertically integrated producer of titanium dioxide, Tronox mines and processes titanium ore, zircon, and other materials — requiring their employees to take weeks-long trips between the U.S., Australia, Saudi Arabia, South Africa, Brazil, France, Netherlands, and the UK.

With mines and manufacturing facilities located around the world, often in rural destinations, Tronox needed a single, global TMC with experienced travel agent support, rich data, clear visibility, and real-time notifications — features that only Navan could provide. The company's business operations were designated as essential services and therefore some of their employees (where legally permitted) needed to continue a minimal level of travel throughout 2020.

Challenges

- Multiple, disparate solutions for each country
- Time-consuming booking process
- Lack of data and insights into travel
- Lack of information/context

Solutions

- Single, global platform
- 24/7/365 dedicated team of travel agents
- 96% CSAT
- Comprehensive travel & bookings reporting
- Real-time alerts and notifications



Distinct Travel Challenges

Tronox's facilities are located far outside the city centers that many business travelers visit for work. "You don't put chemical manufacturing plants in the middle of major cities," says Robert Church Jr., Senior Manager, Head of Global Mobility. "You generally put them in more remote locations, and that presents a number of additional challenges for employee travel."

Tronox is headquartered in New York City, but its largest U.S. locations are in Hamilton, Mississippi — 2.5 hours south of Memphis — and a research facility outside of Oklahoma City. And its team regularly flies to destinations across Australia, Africa, South America, and the Middle East.

While flying employees to these locations through small airports always came with a unique set of travel practices, the logistics have become more difficult with COVID testing requirements before flights. Tronox began traveling again in late 2020 when new restrictions and lockdowns went into place, requiring the travel team to quickly manage changing rules. They needed access to the real-time notifications, COVID-19 reproduction numbers, and global travel trends that Navan provides.

Before implementing Navan in February 2020, every country in which Tronox operated had its own travel vendor and TMC.

"Each system did things their own way, which obviously made things really challenging for me," explains Bob, who manages the intersection of business travel, employee relocations, and tax and immigration regulation. "I'm interested in getting metrics on business travel. I want to know who's going where and how long they've been there. To do that from multiple travel vendors with different requirements was very challenging." By using Navan, the data flows smoothly throughout the entire system and is exportable for seamless data manipulation.

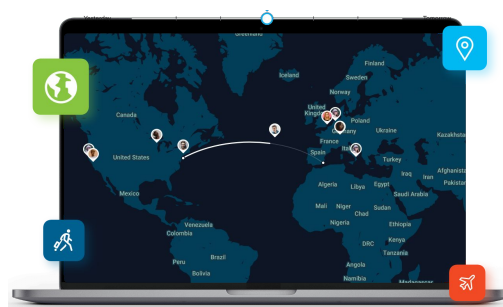
Global Visibility & Data-Driven Insights

By switching to a single, global solution, Bob gained the insights and notifications he needed to track where travelers went, how they stayed, and what they needed to come home. The Admin Dashboard was particularly helpful in tracking the days that Tronox employees spent in other countries.

With the Admin Dashboard, all of that data is in one place. Bob can run a report and immediately access information, then use it on a monthly and quarterly basis to get a better understanding of his team's travel patterns.

"Our employees now have a dedicated team of travel agents who monitor messages 24/7. They've already developed relationships with them!"

— **Robert Church Jr.**
Senior Manager, Head of
Global Mobility, Tronox



"The Navan tool is exactly what I would have hoped for. It gives me a global perspective and our employees global support."

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24/7 Dedicated Travel Agent Support

Because Tronox's travelers have unique itineraries, they experienced frequent flight cancellations and changes. It had become challenging for them to keep track of their trips, and they couldn't effectively manage their travel when disruptions occurred. COVID-19 extended trip cancellations for nearly all Tronox employees. Thankfully, they had made the change to Navan a month prior to the global shutdown.

With Navan, Tronox was assigned a designated travel agent team — a small subset of 16 experienced agents spread across every time zone. The team knows the Tronox brand and culture, and agents are focused on the account so they can build relationships with the company's road warriors. These enterprise teams are made up of industry experienced agents with deep travel knowledge, located around the world with multiple language capabilities. They maintain a customer satisfaction rating of more than 96%.

"Our employees needed a travel agent to speak to," says Bob. "Now they have a team of people who monitor their messages 24/7 and they've already developed relationships with the agents because they've communicated regularly."

It was a big change from what they had before.

"One of the good things about our old provider was that there was one dedicated agent who would really take care of you. However, this agent was just one person and simply could not provide that level of service to all our employees. The Navan system is that, amplified. Now our team has

access to that level of service and knowledge of our particular program 24/7/365."

The designated agent team learns Tronox travelers' routes and entry requirements, taking all pressure around logistics off the traveler.

"The Navan tool is exactly what I would have hoped for," says Bob. "It provides me with a global perspective, and our employees with global support."

"As we get into the new world order, I think people will be less likely to move to a new location for an assignment or project. They can simply go back and forth periodically, which means more travel in the future. I expect we'll have more employees engaged in these types of assignments in the post-pandemic world, and they will require this new level of global travel support."

— **Robert Church Jr.**
Senior Manager, Head of
Global Mobility, Tronox