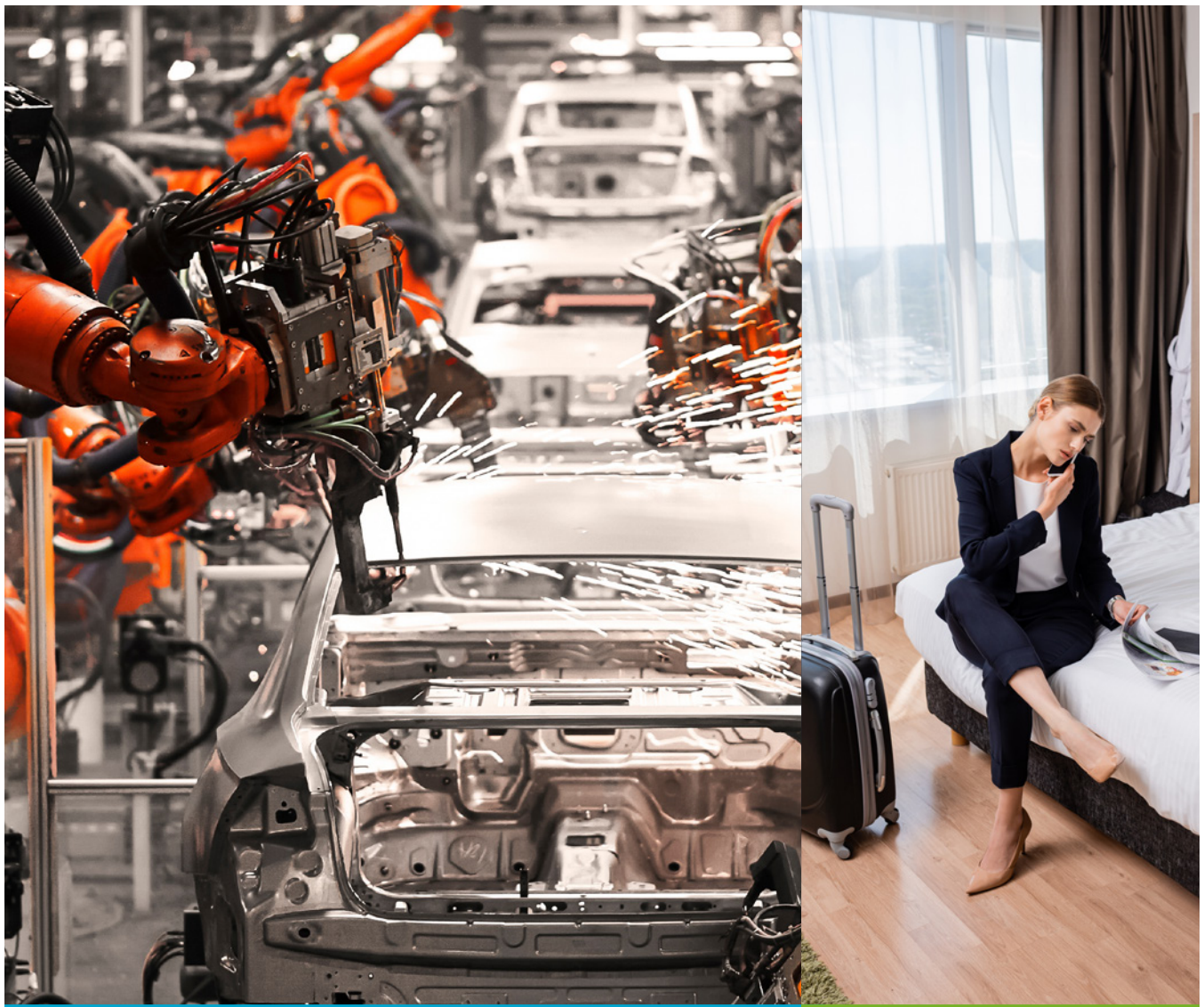




HOTEL PROGRAM SUCCESS STORY

Autoliv



CBTRAVEL.COM
888.462.6328

Autoliv

Headquarters
Auburn Hills, Michigan

Industry
Automotive Safety Systems

Employees
65,000+

Founded
1953

Overview

By consolidating global contracts and handing negotiations to Christopherson's experts, Autoliv cut admin load, fixed rate-loading issues, and opened shared discounts across regions—culminating in a hard-won, chain-wide Hilton agreement.



Challenges

- ❗ **Fragmented contracting across regions:** Separate NA/EU agreements limited visibility and blocked shared negotiated content.
- ❗ **Rate-loading inconsistencies:** Negotiated rates didn't reliably display, undermining trust and usage.
- ❗ **Heavy administrative burden:** Renewals and escalations required persistent outreach to hotel contacts.
- ❗ **Missed chain-wide opportunity:** Years of trying for a Hilton deal without qualifying on spend.

Results

- ✅ **Cross-region access unlocked:** U.S./Canada/Mexico contracts loaded into Europe (and vice versa) so travelers can book shared discounts company-wide.
- ✅ **Cleaner data and smoother bookings:** Booking through GDS and centralized channels limit leakage; rate-audit flags speed corrections.
- ✅ **Major time savings:** Christopherson now handles renewals, outreach, and troubleshooting, freeing the team for higher-value work.
- ✅ **Global Hilton agreement achieved:** Secured a chain-wide, scaling-discount contract now active and in daily use.

How Autoliv streamlined contracts and won a Hilton agreement

Autoliv—the world’s largest automotive safety supplier—runs operations in 25 countries and a North American travel program spanning the U.S., Canada, and Mexico, while its European teams use a separate agency. Christopherson’s goal was simple: make negotiated hotel content universally visible and bookable across regions so a traveler from Europe can access U.S. and Mexico rates—and North American colleagues can tap European rates—without one-off workarounds.

“We’ve been able to get our contracts loaded into their system, and then vice versa,” explained Susan Ross, who manages travel for North America.

At the same time, the team wanted to reduce administrative burden. Reaching the right hotel contacts for renewals or renegotiations consumed hours.

“I would call and call and call and nobody would call me back,” Ross recalled.

Passing that work to Christopherson freed bandwidth for higher-value tasks.

Challenges before Christopherson

The obstacles were classic for a global company: fragmented contracting across regional teams, unclear visibility into which agreements existed, and rate-loading issues that made negotiated content unreliable. Ross’s biggest pain point was chasing hotels for extensions or changes—work that often stalled at the wrong contact. Meanwhile, Autoliv had pursued a chain-wide Hilton agreement for years but was told their spend didn’t qualify, leaving them to manage property-by-property deals.

Despite those hurdles, Autoliv’s program wasn’t broken—just disconnected. Leakage was limited, in part because domestic bookings go directly through the GDS with on-site agents, but the broader opportunity was to knit together contracting so travelers everywhere could benefit from the same negotiated value.



We’ve been able to get our contracts loaded into their system, and then vice versa.

Susan Ross
Corporate Travel Specialist
Autoliv

The solution: Expert negotiation, consolidated visibility, and true global access

Christopherson stepped in as a high-leverage intermediary—owning outreach, renewals, and escalations with hotel partners. For Ross, the change was immediate.

“To have someone handle these kinds of things for us takes a lot off my plate,” she said.

With Christopherson advocating on Autoliv’s behalf, the team stopped “chasing their tail” on rate loading and contract clarifications and started closing loops faster.

On the platform side, Christopherson helped surface existing agreements (including some that different teams had already negotiated) and load contracts across systems—notably enabling European travelers to use North American rates and giving North America access to European deals. That two-way visibility turned scattered wins into a cohesive program.

The signature milestone was the global Hilton agreement. After years of being told that Autoliv lacked sufficient revenue for a chain-wide deal, the consolidated view of spend—and persistent negotiation—delivered a contract with scaling discounts that improve as goals are met.

“It’s up and running, and we are using it every day,” Ross noted.

Results and impact

Even with a strong base program, the partnership produced quantifiable gains. Over the prior 12 months, Autoliv recorded about \$1.9 million in hotel sales, with \$800,000 booked on Autoliv-negotiated rates—and \$372,000 saved on those bookings. Those figures predate the full run-rate impact of the new Hilton contract, suggesting additional upside as the scaling discounts kick in.

Equally important is the time dividend.

Ross and her colleague in Mexico are “extremely busy,” and handing negotiations to Christopherson converts hours of calls and follow-ups into completed work—renewals extended, contracts loaded, rate issues resolved. The team also reports fewer surprises: when the platform flags a market where Autoliv should have a rate—or reveals a rate that already exists but



\$372K

Over a year, Autoliv recorded \$1.9 million in hotel sales, with \$800,000 booked on newly negotiated Autoliv rates—and \$372,000 saved on those bookings.

wasn't widely known—Christopherson helps reconcile and load the correct content so travelers can actually book it.

Operationally, leakage remains low thanks to disciplined booking through the GDS as well as centralized channels. That reliability, combined with the chain-wide coverage, gives Autoliv a sturdier platform heading into renewal season—one that scales globally while reducing day-to-day friction for a lean team.

"We're really happy with Christopherson's hotel program," Ross said. "It's definitely beneficial for us."

Together, Autoliv and Christopherson built a hotel program that finally matches Autoliv's global footprint—unlocking chain-wide coverage, cleaner data, and measurable savings today, with additional upside as the Hilton scaling discounts mature—so the team can spend less time chasing fixes and more time running the business.



We're really happy with Christopherson's hotel program. It's definitely beneficial for us.

Susan Ross
Corporate Travel Specialist
Autoliv

Why Christopherson?

Our end-to-end corporate travel solutions give you robust tools, expert travel agents, and consultative account executives who help you succeed.

You'll get: _____

- ✓ **Proven expertise:** We've been in business for 70+ years, serving more than 1,000 clients.
- ✓ **Innovative technology:** Our proprietary travel platform simplifies every aspect of travel management.
- ✓ **Customer-first approach:** Our expert team ensures personalized service, proactive problem-solving, and 24/7 support.



©2026 Christopherson Business Travel. All rights reserved.



Is your company ready to enjoy greater cost savings and more efficiency?

Request a free consultation today.

CBTRAVEL.COM
888.462.6328