

Customer Story

National Assemblers saves 'days of work' on group trips with Engine

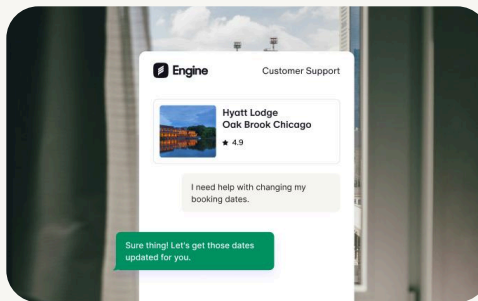
National Assemblers is a full assembly company that supports large retailers, including high-profile clients like Walmart. They send skilled teams to locations across the country, where crews assemble large pieces of merchandise like bicycles, patio furniture, and grills. Their teams also manage flooring installs and store remodels, often working on-site for several months at a time.

The Problem



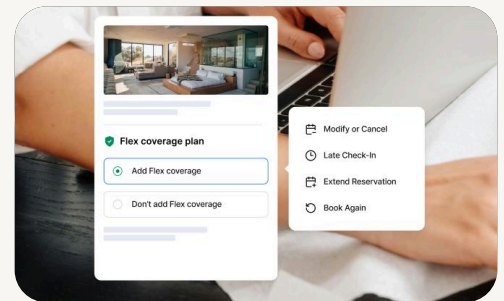
High lodging demand, arduous booking processes, and sunken costs on canceled rooms left National Assemblers searching for a more efficient solution.

The Solution



With Engine's Groups services, 24/7 Member Support team, and refunds for unused rooms with FlexPro, National Assemblers now has a reliable travel solution.

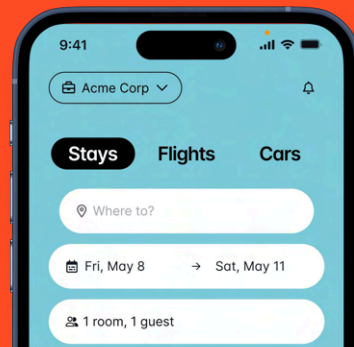
The Results



- Recouping funds** on non-refundable canceled rooms with FlexPro
- Saving 'days of work'** on group travel
- Fast and friendly support** with Engine's 24/7 Member Support team

When I heard that the customer service was going to be available 24/7, it just made my day.

— Nancy C., Merchandising Onboarding Specialist



Challenges

Bandwidth Issues

When teams of up to 50 people are on location for anywhere from 6 to 25 weeks, it's a big task for National Assemblers' administrative team to get them set up with comfortable and convenient lodging. According to Merchandising Onboarding Specialist Nancy C., it takes significant time to compare prices, locations, and reviews for hotels near a job site. Then, once a property is selected, further effort is required to submit request forms, book rooms, manage reservation changes, and reconcile costs at the end of the project. The hotels department was losing sleep from being on call for travelers at all hours.

"In the past, we've had no one to contact, so I'd have to call the hotel myself at 2 AM," Nancy said. "It's usually the late arrivals that had problems. Everyone has my number, so I'm usually the contact in the middle of the night."

Lack of Flexibility & Sunken Costs

By relying on other online booking tools, National Assemblers wasn't getting negotiated hotel rates, on top of experiencing complications with booking processes. Additionally, the company was losing money on non-refundable canceled rooms—which can add unnecessary frustration when dealing with inevitable project pivots.

Solutions

The Solution: Engine

Since implementing Engine in 2020, the National Assemblers team has saved a significant amount of time on the booking and managing of large hotel reservations. Nancy and her colleagues can now hand off these types of reservations to the Engine Groups team to source hotels and manage bookings on their behalf.

When a new project kicks off, Nancy submits a form on the Engine platform with some information about the team's needs. The Engine Groups team gets to work on sourcing properties that meet the criteria, including good reviews, proximity to the job site, free parking, etc. and then provides Nancy with a vetted list of hotel options. Once Nancy selects a property to move forward with, she provides the team with

a roster of travelers, and it's off her plate. The Groups team then books the rooms and forwards the reservation details. If workers need to leave a job early or move around, the team helps with that too. Best of all, they remain on call for any issues that may arise, at any time—even 2 AM.

Engine is also saving National Assemblers money. On top of the savings on hotel rooms, Engine provides refunds on unused rooms with FlexPro. They're also collecting Engine Rewards on their bookings, which can be redeemed toward free stays.

Above all, Nancy is impressed with the relationships she's built with the Engine team and their willingness to continually find better ways of working together. "I just called in about a week ago with an issue," she said. "I talked to someone who was awesome. Great service, he fixed it for me and we were all good."