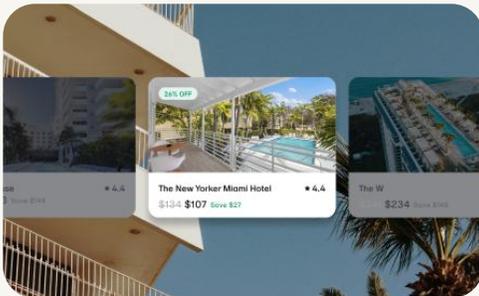


Customer Story

# ProVantage saves 40 hours per week by booking with Engine

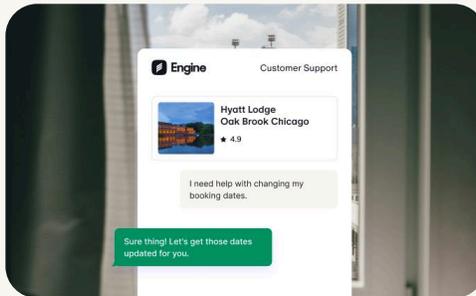
As a retail service organization that performs remodels, new store setups, and department resets, ProVantage Corporate Solutions simplifies operations for nationwide retailers by bringing in specialized talent to manage complex jobs. However, when it came to their own operations—the significant undertaking of staffing projects around the country and managing their workforce lodging—they were in need of simple, efficient solutions to ease the demand on their team’s time.

## The Problem



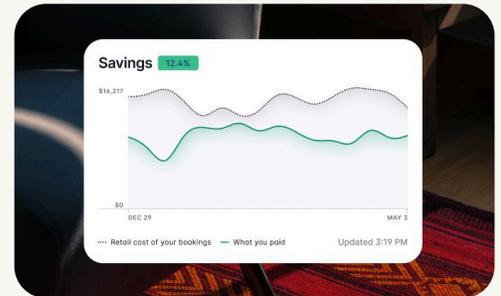
ProVantage's previous booking platform made long-term stays difficult, requiring frequent manual extensions and last-minute relocations, leading them to seek a better solution with Engine.

## The Solution



ProVantage significantly reduced the time spent on hotel bookings, streamlined issue resolution, and found a like-minded partner in innovation.

## The Results



- Saving \$27,804 and earning \$6,717 in Engine Rewards in the first three months**
- Saving 40 hours per week**
- Simple extended stay and group bookings**

I would say a good 40 hours a week has been saved by switching over to Engine.

—Melissa S., Director of Support Operations



## Challenges

ProVantage's projects require teams ranging from five to 45 people, lasting from a few days to 16 weeks. Especially for longer-term stays, booking was a major headache with their previous corporate travel booking platform.

The tool they were using only allowed booking one week at a time, so ProVantage's team was spending hours per week extending reservations—only to often be told that the hotel didn't have availability or couldn't provide weekend bookings through the booking tool.

In addition to the time spent on extending reservations and dealing with hotels, the process was hard on employees, who frequently needed to pack up and relocate to a different hotel in the middle of a project.

Additionally, ProVantage was interested in improved security and invoicing to simplify their reconciliation processes. Their search for a better hotel booking and lodging management solution led them to try Engine.

## Solutions

### The Solution: Engine

After joining Engine in early 2023, the ProVantage team noticed an immediate difference. With a lodging management tool that was better suited to their needs, rebooking hotels and managing issues was no longer a full-time job. "The amount of time that we spent booking hotels compared to now required an entire full-time, 40-hour-plus week person during our busy period," said Melissa S., Director of Support Operations at ProVantage. "Now we literally just have one person who's doing hotel booking on top of five other items that they deal with on a day-to-day basis. I would say a good 40 hours a week has been saved by switching over to Engine."

There's less problem-solving to be done, too. "We had a lot of issues with our employees showing up to the hotels and finding out that they no longer worked with [the booking platform]. So even though

we had a reservation, they weren't going to honor it," shared Melissa. "With Engine we have yet to have anybody get turned away from a hotel, so it's made all of that very smooth."

In fact, every piece of the process has been simplified and streamlined, including reconciliation. Melissa's team loves using the Trends page on her Engine dashboard to quickly locate bookings by traveler name, and how they can use custom fields to capture information up front that will save them time later on. "We really love all of the data that we're able to get out of the platform," she said.

Above all, Melissa appreciates the spirit of innovation that Engine shares with ProVantage. She loves that her Engine Account Manager takes the time to listen to her needs and concerns and find creative solutions to improve their processes. "One of our core values is 'innovate to elevate,' so being able to partner with another company that thinks in that same mindset—how can we make this better to not only elevate our business but also help elevate somebody else's business—is huge."