

CUSTOMER STORY

Corporate travel company disrupts legacy technology with end-to-end booking to expense solution

Vendia



20%

Reduction

In booking fees

<2

Months

To production

\$16

Million

Customer savings

INDUSTRY

Travel

LINE OF BUSINESS

Booking and Expenses

USE CASES

- Reconciliation
- Traceability

KEY CAPABILITIES

- Data lineage
- Immutable ledger
- Serverless architecture
- Low-code/no-code integrations
- Built-in consensus protocol
- Data access controls

CHALLENGE

Disjointed travel booking and expensing processes produce a lackluster customer experience

In corporate travel, booking a trip and settling all your travel expenses often requires a lot of time and patience. In many cases, to book a flight, travelers must rely on an online travel agency (OTA) to help complete the booking. At that point, the traveler already has to pay the ticket price with added booking and credit card fees. But the struggle doesn't end there.

Once the booking is made, the corporate traveler has to get these purchases reimbursed, adding a whole new level of complexity to the process. Expensing these trips requires using some reimbursement tools, which means more processing, fees, and longer wait times. It comes as no surprise that corporate travelers are unhappy with this clunky experience.

Aware of this, a travel company sought to disrupt the corporate travel industry by building a solution that could seamlessly connect the traveler to the booking tools, expense tools & airlines of their choice.

SOLUTION

An end-to-end corporate travel solution resulting in 20% fee reduction

To resolve the complex processes surrounding corporate travel and bookings, the travel company sought to create a corporate booking solution that allowed users to search and book travel via an online travel agency while removing extraneous layers of credit card fees and reimbursement. Reducing the steps and processes that a traveler has to go through with their booking agency, their airline, and credit card provider dramatically improved the experience while dropping the time and cost of each trip booked.

In order to power this end-to-end solution, the company explored available distributed ledger solutions that could enable secure data-sharing across different companies. They wanted a platform that could:

- Allow multiple organizations to share their data without compromising on control and security i.e. share what you want to who you want.
- Provide a shared and real-time source of truth across a network of partners to reduce conflicts and discrepancies
- Easily onboard a diverse range of partners, clouds, and tech stacks with a simple user experience
- Trace and reconcile changes to data over time, providing partners with guaranteed consensus at all times.

With Vendia's powerful data automation platform, the company was able to create a connected corporate booking solution



that allowed corporate travelers to book trips using their booking tool of choice on their preferred airline while automating expense reports and other corporate travel steps and processes.

OUTCOMES

Low-code no-code processes speed time to value and reduce production costs

Before partnering up with Vendia, the travel company had already spent \$320K in development resources, but they were still struggling to create a solution that provided a simple and developer-friendly experience that would allow their network of users and partners to get up and running quickly.

Vendia's data automation platform played a pivotal role in accelerating the go-live process for a travel company, enabling them to launch their offering with tens of thousands of users in under two months, significantly reducing the potential cost of developing their distributed ledger solution. The platform's ease of use and innovative low-code/no-code capabilities significantly streamlined the development and deployment phases.

Onboarding a new travel partner like a global airline, is a matter of days instead of weeks or months, and the inventory of available travel options are instantly available to travelers.

Guaranteed access control and auditability within a secure ecosystem

In the intricate landscape of the travel industry, where airlines, travel agencies, and related entities handle an abundance of sensitive data, security and privacy are paramount concerns. Vendia addresses these challenges by offering unmatched access control, security, and privacy features essential for safeguarding the integrity of sensitive information. The travel company could easily add partners into the ecosystem while providing customized access controls for each partner and ensuring that no data gets leaked.

Aside from the peace of mind Vendia guarantees, Vendia also provides a comprehensive audit trail, enhancing transparency and compliance so travel partners can see how information shifts and changes throughout the booking process.

Real-time data sharing guarantees reduces overhead

Ensuring a smooth and error-free customer experience hinges on the ability of these entities to access accurate, up-to-date information in real-time. In this case, harmonizing the information from multiple different operations allowed the company to derive a single source of truth in real-time, reducing discrepancies and enhancing overall efficiency. Corporate travelers benefited from streamlined expense tracking and booking processes when using the travel company's solution that Vendia powers. This consolidation of data eliminates silos and reduces the likelihood of errors, providing a foundation for a cohesive and error-free customer experience.



About Vendia

Vendia is the future of collective data intelligence, combining smart APIs, databases, and distributed ledger technology inside a single platform. Vendia's data automation cloud makes it easy to share data inside and outside of the organization in real time and with full visibility, governance, and control. Companies such as BMW, Delta Airlines, Resolution Life Insurance, and Fannie Mae use Vendia to automate contextual and compliant data flows between any-to-any systems for a harmonized, accurate view of data that unlocks speed, innovation, and cost savings. Learn more about us at [Vendia.com](https://vendia.com) and [#UnchainYourData](https://twitter.com/UnchainYourData) with Vendia.