HAMMERTECH

Company	Headquarters	Number of Employees
HammerTech	**Melbourne, Australia**	**70**

Industry	Products used	
Construction Technology	**Travel**	

navan

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HammerTech is a fast-growing end-to-end HSEQ (health, safety, environment and quality) platform that offers a comprehensive safety platform for construction sites and commercial residential builds. Based in Melbourne, Australia, HammerTech works with 250+ clients globally and is currently expanding into the USA.

Despite the innovation of its product and agility of its team, HammerTech's travel management platform held it back. Adam Hobbs, Vice President of Global Sales at HammerTech, knew that the sales team needed the right tool to expand and work in a way that aligned with the company's core values.

"HammerTech has three values: Authenticity, unity, and innovation. The fact that we didn't have a travel app, and that our travel management solution was so manual was actually against the company's DNA. Navan has an app that's truly innovative so it really fits into the culture that we're trying to build here at HammerTech," Adam recently shared.

Ready for Change

HammerTech's team had grown frustrated by the rigid, inflexible experience offered by its previous travel management provider.

Booking was a tedious, frustrating process that required employees to send a request to the account manager at the travel management company (TMC) who would respond with options. Travelers then had to clarify their travel preferences and would often respond with preferred flights, which were rarely included in the original options.

"You didn't always know you were getting the best flights. It was a very back and forth process to decide an itinerary," explains Adam.

Challenges

- Frustrating, time-consuming booking process
- Little insight or control over travel spend
- Inefficient approvals workflow
- Little to no support or duty of care

Results with Navan

- Modern, intuitive booking flow
- Real-time reporting and data
- Self-serve flight change
- Time savings & increased productivity
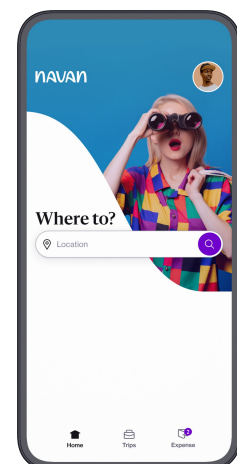
From there, the booking would go through an approval process that was often delayed by more strategic work.

"We've all got better things to do than just approve travel so emails slipped through inboxes quite a lot. Sometimes booking a simple trip between Melbourne and Sydney would be a two to three day process, by which time prices changed," he says.

HammerTech is a high-growth startup and its employees are accustomed to apps and processes moving at the speed of consumer apps. It needed a solution that could meet the needs of their growing businesses.

Although the team had been unsatisfied with its previous travel solution for a long time, any changes were paused when COVID-19 first hit. By November 2020, Adam knew it was time to get the company's travel and expense management solution sorted before travel started again.

He had already heard great things about Navan so he didn't waste time with an RFP after confirming that the solution could meet all his team's needs.

Implementation & Instant Improvements

The implementation process was nearly instantaneous and HammerTech started to see time and cost savings almost immediately.
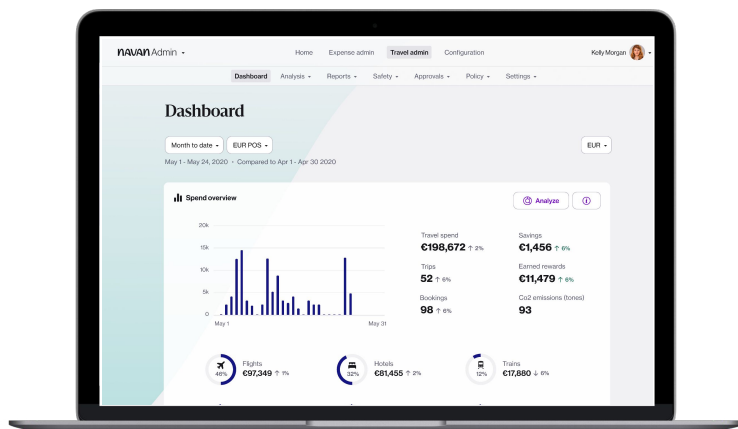
"Navan has become part of our software stack. It's added a lot of time savings and reduced a lot of friction. We're really happy with the implementation and looking forward to working with Navan."

— Adam Hobbs
Vice President of Global Sales
HammerTech

"We had access to the platform right away and it's obviously very intuitive. We rolled it out and started using it in January, and now other departments are asking if they can add their team members to the platform," explains Adam.

This meant that employees could book trips in 30 seconds compared to the previous multiple-day process.

"It's hard to quantify exact time savings, but I can book trips instantly instead of a half-day minimum. You multiply that across a sales team of 10 and the time savings accumulate very quickly," he said.

On the spend time, HammerTech had a hard time controlling out-of-policy spend, which often resulted in confusion around policies or booking delays caused by the previous travel solution.

"It was the inefficiencies of our travel partner that caused most of our headaches when it came to travel spend," said Adam.

A spike in adoption was sparked by—perhaps more important than anything else—a superior user experience that HammerTech employees love.

"Time is money in sales so it's empowering for them because they don't have to get permission to travel anymore. It's massively empowering for the team to be able to go in, understand what's in policy, book their own itineraries, and not have to ask anyone for permissions. It is motivating in that respect."

Adam still gets notifications when travel is booked so he knows what's going on, but with the technology built into the approval flow at Navan he can decline a trip rather than having to approve each one manually.

Improved Reporting Reveals Direct Correlation Between Sales & Travel

The Navan admin dashboards and reporting features help Adam reconcile what the company is selling with what it's spending each month. Today he can see how much was spent on travel and compare that with a sales report to show how much business comes from each trip.

"There's a very strong correlation between my account executives getting on planes and us booking deals. We live in this post-pandemic world where everyone's been on Zoom and some people are saying, 'Should we go back to face-to-face? Does it make a difference?'

Part of what Navan enables me to do is collect the data to say, 'Yes. Getting back to travel and getting in front of customers is going to accelerate the growth of our business.'

Previously, the HammerTech team would receive aggregated spend on a spreadsheet from the previous travel provider that they'd have to add to their cost of business for the month. The team is now able to filter their spend by individual and department, gaining intelligence on what they're spending their specific travel budget on.

"Whereas now, instead of receiving or waiting for a report to come from Flight Centre, our accounts team just logs into Navan and they have all the dashboards and reports, so it's a huge time-saver for them," says Adam.

What Navan ultimately brings HammerTech is the ability to travel like the high-growth company of superstars that they are. An anecdote from Adam highlights how:

"I was in a meeting in Auckland last week when one of my afternoon meetings got canceled. I jumped in a taxi and changed my flight from Auckland to Wellington to one three hours earlier than planned. I got into Wellington quickly, which meant I could spend more time with customers in Wellington. The fact that I could do it from my own phone reduces so much friction when it comes to getting travel booked," explains Adam.

"Navan has really brought us out of the Stone Age."

Modern travel and expense management is powering the in-person connections that drive business travel forward.