



# flock safety

Company

**Flock Safety**

Headquarters

**Atlanta, GA**

Number of Employees

**300**

Industry

**Manufacturing  
Technology**

Products used

**Travel, Expense, Cards**

**NAVAN**

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# Flock Safety Gets Scalable, All-In-One Travel and Expense Solution in Switch to Navan

Atlanta-based Flock Safety built the first public safety operating system that helps neighborhoods, businesses, and law enforcement in thousands of cities work together to eliminate crime, protect privacy, and mitigate bias. Its hardware-and-software solution has proven to reduce crime by up to 70%.

In the past year, Flock Safety experienced exponential growth with new customers spread across 40 states and more than 1,000 cities. As a result, employee travel and expense also expanded, which according to Assistant Controller Hannah Dozier, is where the company historically had struggled.

While technicians were able to move throughout the customer base and keep everyone happy, their approach to booking travel and managing spend was desultory, spread across multiple systems that did a poor job of communicating with each other. The result: Flock Safety was overspending in bandwidth and capital.

Ultimately, Flock Safety turned to Navan to solve these problems with an all-in-one solution that eliminated manual workflows and improved efficiencies that enabled scale. As a direct result of incorporating Navan Expense the company now sees a 40% reduction in flagged transactions and over 95% compliance to the company's max-price spend policy.

### Challenges

- Disparate, inefficient travel and expense solution
- Manual approval of up to 3,000 expenses per month
- Poor UX
- No mobile app

### Results with Navan

- All-in-one travel, corporate card, and spend management solution
- 97% of expenses paid using Navan Expense
- 40% reduction of flagged transactions for review
- 74 net promoter score (NPS); a score of 50+ is considered excellent
- 87% adoption of the Navan mobile app

## **A Mixed Approach to Travel & Expense Doesn't Scale**

To describe Flock Safety's recent growth as meteoric would be an understatement. The company ballooned in the last 12 months, doubling the size of its workforce and customer base.

As the company scaled, it outgrew its previous solution of self-managed travel and using two different companies for expense management and corporate cards. The assembly of different solutions was a nightmare scenario for Flock Safety's finance team.

"With our previous corporate card, direct coding at the point of purchase was a real pain. There were no policy controls," said Dozier. "We were stuck with one blanket policy across the entire company. I had to comb through an average of 1200–3000 transactions per month and manually approve or deny expenses based on each person's title."

Flock Safety's previous corporate card, a company that touts itself as a viable solution for startups, surprisingly lacked a mobile app, negatively affecting the employee experience. "There was also no simple way to request receipts, no mobile receipt scanning," said Dozier.

To handle expense management and reimbursements, Flock Safety relied on a popular expensing tool, but found it lacking, especially when support was needed. "Support was rough with our previous company. It's as if once you're a customer, you can't get a human on the phone to help you whatsoever. And their response was to defer me to their online chat, which is not helpful," said Dozier.

On top of that, the outdated solution for spend management created a backlog for finance and a lengthy reimbursement period for employees still using personal credit cards to expense.

"With our previous expense tool, waiting for expense reports to be submitted, then going through manager approvals, then coming to accounting for reimbursement—the end-to-end process could take as long as two weeks," explained Dozier.

This archaic and patchwork system required Dozier to spend between eight and ten hours a month doing manual approvals.

As an assistant controller, I shouldn't be spending half my time reconciling transactions. That's what drove me to look for a new solution."

## **Choosing the Only Unified Travel, Corporate Card, and Spend Management Solution**

In the spring of 2021, Flock Safety made a concerted effort to rethink its approach to managing business spend and a growing volume of company travel. As more employees hit the road, the unmanaged travel solution became cumbersome for Flock Safety's finance team and an inconvenience for road warriors. "With everyone busy doing 9,000 things per day, employees don't have 30 minutes to spend trying to figure out travel," Dozier said.

The company scoped some trending solutions, but Dozier found them missing key components.

"When we decided we needed a new solution, we scoped three companies making waves in the startup world. While each company has a corporate card, Navan won because it was the only one to have a travel solution. As our company grows, a unified solution is necessary," explained Dozier.



Also critical to Flock Safety's decision was the user experience for road warriors. "When deciding between Navan Expense and one of its competitors, employee experience was a major factor. From that perspective, Navan Expense is further ahead, especially having a mobile app. We wanted our team to have an accessible solution and not be tied to a desktop," said Dozier.

Ultimately, Flock Safety chose Navan, consolidating its previous patchwork of expense tools into a single, all in-one solution with Navan due to its ability to provide a smarter approach to travel and spend management with built-in smart policy controls and a user-friendly mobile app.

"Employees love how user-friendly Navan Expense is. Especially, having travel as part of the same solution, they like that it is all-in-one," shared Dozier.

## Increasing Efficiencies with Smart Policy Controls

Today, 97% of expenses at Flock Safety are paid using Navan Expense. The company's sales and field technician teams use Navan physical cards to pay for day-to-day materials and per diems, while the broader organization uses Navan virtual cards to pay for ancillary expenses like advertising fees, SaaS subscriptions and travel bookings.

Using Navan Expense to pay for the majority of its expenses had been a major time saver for Flock Safety's finance team thanks to fully customizable smart policy controls. "We can define policy by region, by department, by title. Previously, we couldn't do that," said Dozier.

"With Navan built-in policy controls, I don't spend as much time reviewing transactions. Previously, I averaged eight hours a month reviewing every

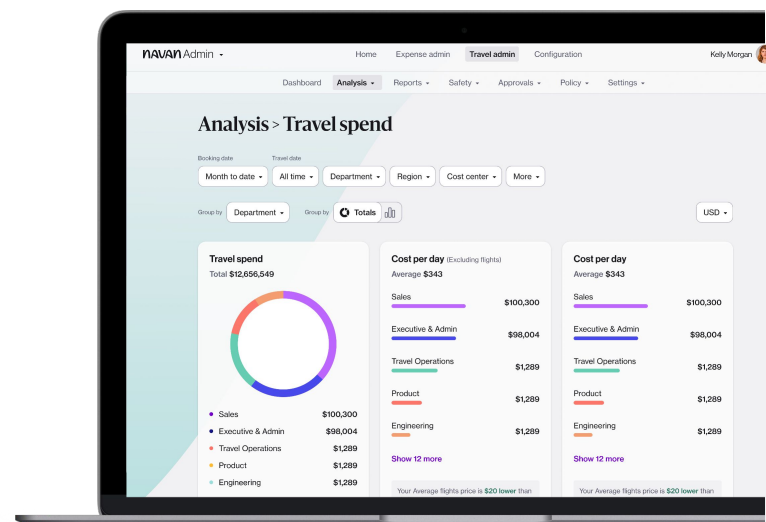
single transaction. Now, I only need to review flagged transactions," Dozier said with noted relief.

To date, Flock Safety has reduced the number of transactions requiring review by 40%. Furthermore, 77% of those flagged transactions required zero follow-up with the employee, further expediting the review process.

Dozier said, "The time savings has allowed me to focus on more strategic initiatives like streamlining accounting processes."

Dozier notes that an additional benefit has been fewer out-of-policy (OOP) expenses. "Previously, OOP transactions were high because there wasn't an integrated solution to implement company policy. Since switching to Navan, OOP transactions have been reduced." To date, fewer than 5% of Flock Safety's travel bookings have been outside the company's max-price policy; fewer than 3% of all other expense transactions have been outside of the max-price or transaction limit policy overall.

"There is less ambiguity for employees because the policy is literally highlighted in real time," said Dozier.



## Improved UX Drives Employee Adoption and Satisfaction

Flock Safety employees appear to be enthusiastic about Navan so far, and in post-booking and expense surveys have awarded the solution a net promoter score of 74 (benchmarks consider scores of 50+ to be “excellent”).

Dozier reported most employees find the new system easy to use, and that the overall reimbursement process has gotten faster for the remaining 3% of expenses that are paid out-of-pocket. “With Navan, as long as employees submit their expenses correctly at the point of purchase, they can get reimbursed immediately. The automatic reimbursement has been huge,” exclaimed Dozier. “For [employees] that depended on a quick turnaround, our previous solution simply wasn’t that fast.”

Flock Safety’s road warriors are also big fans of the mobile app as proven by 87% adoption.

With receipt submission required for some of Flock Safety’s expenses, Dozier shared that “for employees, just being able to snap a photo of the receipt and get on with their day has been a game-changer. Especially compared to the alternative of saving all their receipts and filing an expense report.” She adds that “eliminating the expense report mentality has been great!”

Dozier also noted that Navan support has been much more responsive than the support Flock Safety previously experienced.

“Since switching to Navan, I’ve loved actually having someone I can go to and ask questions and receive thoughtful answers.”

## The Bottom Line: Make Spend Management Easy

Since adopting a unified travel, corporate card, spend management solution, Flock Safety has seen efficiency grow and costs decline, which has enabled operational scale.

For Dozier, it all goes back to smart policy controls directly integrated into Navan cards. “The main benefit of Navan Expense from an accounting perspective is having the ability to pre-code expenses and know what’s coming in real time.”

“I have more trust in our spend management solution now,” she said. “Navan makes it easy.”

