



relayr.

Company
Relayr

Headquarters
Berlin, Germany

Number of Employees
200

Industry
Technology

Products used
Travel, Expense, Cards

NAVAN

relayr.

Relayr Finds Global, Unified Travel, Corporate Card, and Expense Solution in Navan

Relayr, an IoT tech company based in the U.S., Germany, and Poland, was frustrated with its disjointed travel and expense (T&E) solution. With employees around the world, Relayr found that using one company as its corporate travel solution and another to manage expenses resulted in a poor user experience across the board.

"We didn't have a good tool," said Joel Jeselsohn, CFO of Relayr. "The user experience just wasn't very good."

As Relayr set out to find a tech-forward solution, Navan Expense overshadowed legacy platforms. "As we scoped new solutions, what stood out with Navan Expense was the overall user experience," said Jeselsohn. "A unified travel, corporate card, and expense solution with powerful reporting capabilities, built-in policy controls, the option for virtual and physical cards; these modern features are why we chose Navan Expense."

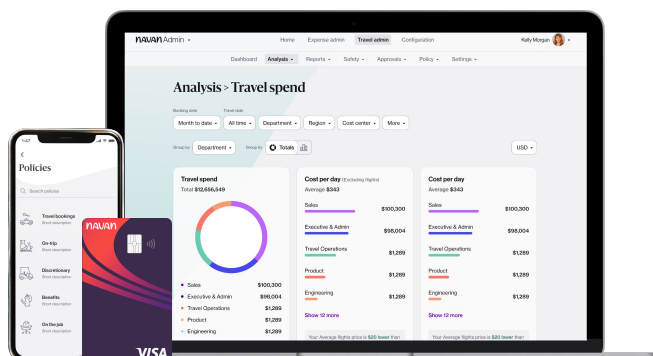
For Relayr, the use of disparate travel, payments and expense solutions no longer made sense.

Challenges

- Disjointed travel and expense solution
- Poor user experience
- Employees fronting the cost of company expenses
- Lack of policy controls
- Outdated expense management process
- Lack of real-time visibility into global T&E

Results with Navan

- Global, unified travel, corporate card, and expense solution
- Comprehensive visibility in real time
- Over 95% employee adoption of Navan Expense
- 98% compliance to max-price company policy
- 92% of travel bookings paid via Navan Expense
- 90% CSAT for mobile app support
- 15% net savings on hotel bookings



Unrivalled Global Reporting Capabilities

With Navan Expense, global reporting has never been easier or more robust. “The dashboards have a modern look and feel, like a true dashboard,” marveled Jeselsohn.

On the travel side, Relayr can instantly analyze booking compliance, cost savings, and CO2 emissions in the admin dashboard or identify where travelers are via the traveler map. “Employee safety is a concern, especially now with the pandemic; the traveler map helps us track where employees are, and we can alert them if needed,” said Jeselsohn.

On the expense side, spend dashboards capture real-time transactions worldwide and can instantly pull out-of-policy spend (OOP) reports. “The unified T&E solution provides complete visibility into global travel and spend,” said Jeselsohn. “Compared to our legacy solution, it’s night and day.”

Smart Cards Signal the End to Expense Reports

Navan smart cards earn their name with policy controls built directly into the virtual and physical cards, allowing Relayr to streamline its travel and expense policy and effectively eliminate expense reports.

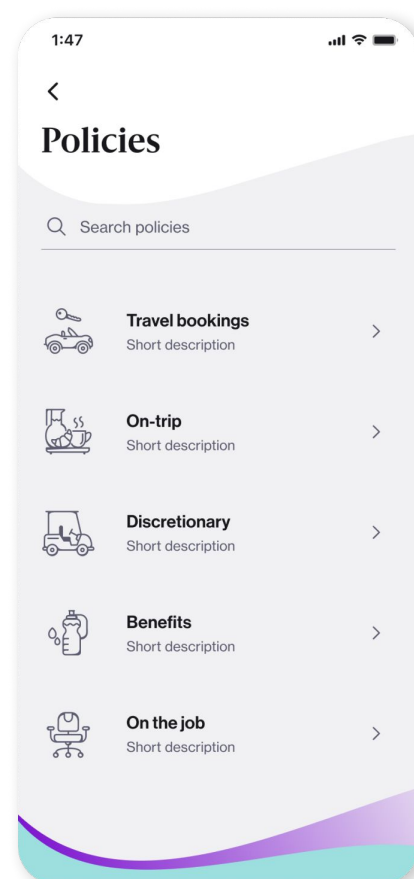
“Expense reports are a thing of the past. What Navan Expense has brought to the market is the end of expense reports,” said Jeselsohn. “With Navan, control no longer happens at the report level; it’s done at the expense level. We no longer have to wait until the end of the month to receive someone’s expense report.”

Depending on the policy, Navan smart cards can capture, approve, flag, and map transactions to the General ledger—all in real time.

“We have over 95% employee adoption of Navan Expense. Aside from a few employees who still use personal cards, all expenses are paid using either the Navan virtual cards or the physical cards. It gives us immediate visibility into spending,” noted Jeselsohn.

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— **Joel Jeselsohn**
CFO, Relayr



As a benefit of near-total adoption, 98% of all global travel bookings paid for using Navan Expense are auto-approved, which means Relayr's finance team no longer has to manage transaction-by-transaction approvals.

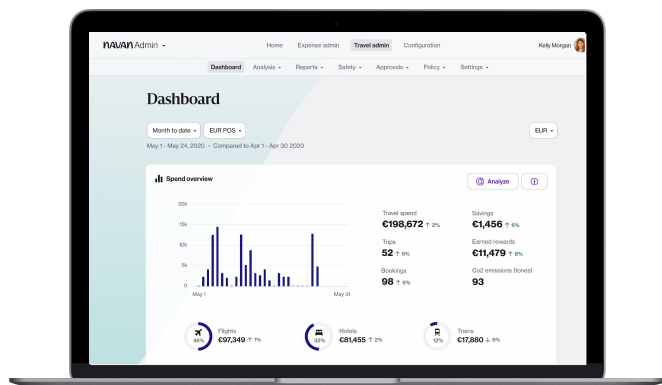
Integrated policy controls also mean increased compliance. To date, Relayr boasts 98% compliance to its max-price policy for travel bookings; its EMEA team has 81% compliance to all other expense policies.

Everyone Wins with Rewards

Cost savings is never a bad thing for finance teams. For Jeselsohn, incentivizing employees through Navan Rewards has been a win-win. Employees enjoy Amazon gift cards for choosing more cost-effective bookings, and the company saves money.

"The ability to share savings with employees while saving the company money adds major value," said Jeselsohn.

So far, Relayr has seen 15% net savings for hotel bookings alone.



24/7/365 Global Support Has Road Warriors Covered

For Relayr's road warriors traveling throughout Europe and the United States, traveler support remains essential. Whether it's a last-minute itinerary change, a new travel restriction due to inclement weather, or a public health crisis, travelers can access 24/7/365 global support via chat or phone and talk to a real human.

While Navan harnesses innovative technology to eliminate outdated processes, it doesn't dismiss the essential need for human support. As a result, Navan has earned a 90% CSAT score from Relayr's road warriors.

A Unified T&E Solution Just Makes Sense

Compared to legacy solutions that mix and match platforms and agencies, which requires customers to deal with different processes and teams, Navan offers a unified, more streamlined travel, corporate cards, and expense solution.

It's why CFOs like Relayr's Joel Jeselsohn have chosen Navan as their company's T&E solution. "Navan is simply superior to legacy systems," he said.