

# 2019 SUMMER

## CUSTOMER SUCCESS REPORT



## CORPORATE TRAVEL MANAGEMENT CATEGORY

# CORPORATE TRAVEL MANAGEMENT OVERVIEW

Corporate travel management (CTM) software empowers you to plan, purchase, and record travel expenses. Businesses can use the solution to streamline buying decisions and centralize records of their staff members' travel expenses. Employees don't have to utilize the services of individual agents or submit self-bought receipts to an expense management application. Instead, they can use CTM software to book their tickets and automatically report their travel purchases. Managers and accountants will receive the reports and reimburse the staff. CTM tools integrate with or offer inbuilt expense management functionalities, and focus mainly on reporting travel expenditure.

In short, CTM software enables travel purchasing, reporting expenses related to the staff purchases, and integrates with or presents expense management features.

# Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

## Customer Success Report Award Levels



### Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



# 2019 Customer Success Awards

Check out this list of the highest rated Corporate Travel Management software based on the FeaturedCustomers Customer Success Report.



 ClickTravel

SAP Concur 

 EGENCIA®

 Expensify

 Rocketrip™

 TripActions



  
travel & expense made easy



 KDS

 nexonia



 TravelPerk



 **AmTrav**  
Hassle-Free Business Travel

  
OVATION  
TRAVEL GROUP

 travelbank.

Travelport Locomote



# AmTrav

Hassle-Free Business Travel

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Stanford University



## ABOUT AMTRAV

AmTrav is a global business travel agency committed to eliminating the hassle of business travel for companies of all sizes. Whereas business travel is often associated with high costs, hard-to-use online booking tools and poor customer service, AmTrav mitigates these hassles through the combination of a proprietary web-based booking tool and 24/7 access to a highly experienced in-house support team.

# 22

Customer references from  
happy AmTrav users

[VIEW ALL REFERENCES](#)

"AmTrav is quick and easy. I travel for work about 10-20 times a year, and each time using AmTrav my itinerary is organized, clear, and convenient. I have never had any issues whether it be travelling to Detroit or Mexico."

Kevin S  
Bowles Fluidics

"You are the best group I have worked with in 20 years in the biz. Right now we are using both online and agents. I am so impressed with the level of service and have recommended you to my friends in the business world."

Rita S.  
Westone Laboratories, Inc.

"I have to give kudos to you and the AmTrav staff - I've never experienced such efficient and user friendly online services in all my years of business travel. Keep up the great work!"

Jill C  
Center for American Progress

"Great company that does the work for you and makes the process very easy."

Mark B  
BRTRC



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H&R BLOCK



## ABOUT CERTIFY

Certify is a leading cloud-based travel and expense management solution for organizations of all sizes, and is the only solution in the expense management industry to offer truly automated expense reporting. With prescheduled, auto-generated expense report creation and mobile capabilities, Certify eliminates the need for paper receipts and spreadsheets, and provides insight into travel and expense spend with a full suite of on-demand reporting and analytics.

# 28

Customer references from  
happy Certify users

[VIEW ALL REFERENCES](#)



"User support with Certify is so easy, because we can use email or phone. There have been several enhancements that we thought could be fine-tuned, and the company is always very receptive to our suggestions and have implemented most of them."

Terri Tweedy  
Management Accountant, Pharmacists Mutual Insurance Company



"We are so thrilled that we found an expense management solution that meets our needs but is also easy to use for all of our employees. Certify is saving our accounting department so much time and our employees are getting paid much faster today."

Deb Messinger  
Controller, VitaPlus



"Certify makes us feel like we're the only customer because they solve our problems so quickly. Any employee can also call in for help directly, which was a huge advantage over our previous solution. I love the fact that the system has been built around customer needs and they continue to make regular improvements."

Amy Hatfield  
AP Clerk, Holland Company LP



"Overall Certify has made my life so much easier at work. I couldn't imagine going back to the old way."

Jeannie Hagmeier  
Sr. Accounts Payable Specialist, iCAD, Inc.



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**FIVE GUYS**



### ABOUT CLICK TRAVEL

Click Travel is the UK's fastest growing corporate travel management company; they reduce the cost & complexity of your business travel through driving online booking and helping organisations manage their business travel spend.

# 98

Customer references from happy Click Travel users

[VIEW ALL REFERENCES](#)

"Click has delivered on all the goals we set them. We've gained visibility of spend through MI and been able to make better buying decisions."

Lindsey Ashley  
Senior Category Manager, Arqiva

"Switching to Click Travel was so easy; our customers did not experience any disruption in service. Not paying online booking or ticket on departure fees will mean significant savings for us."

Senior Support Services Officer  
East Riding of Yorkshire Council

"We made significant cost reductions by allowing travellers to take responsibility to book their own travel, and implementing pre-trip approval at the same time to control any high level of spend."

Maggie Parker  
Head of Customer Service and Facilities, BPP

"Click stood out from the crowd due to the superiority of their online booking tool and the strength of their offline team. Their product and service offering made them a clear winner."

Joanne Ferres  
Head of Accounts Payable, Land Securities



# SAP Concur



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Abercrombie & Fitch

amazon

twitter

CINEMARK

Kellogg's

## ABOUT CONCUR

Concur is a leading provider of integrated travel and expense management solutions. Concur's easy-to-use Web-based and mobile solutions help companies, federal agencies and their employees control costs and save time. Concur's open platform enables the entire travel and expense ecosystem of customers, suppliers, and developers to access and extend Concur's T&E cloud. Concur's systems adapt to individual employee preferences and scale to meet the needs of companies from small to large.

# 304

Customer references from  
happy Concur users

[VIEW ALL REFERENCES](#)

"The tool it's quite self-explanatory, so now they love it. They love the option that they can actually plan around with it and try different things and then figure out what's the best for them."

Rahel Tanavsuu  
Finance Operations Analyst, Skype

"We believe our traveler's flexibility and serviceability of our customer's needs are key factors to our success. The implementation of Concur's travel solution was the smoothest I've encountered. Fast and flawless implementation is matched by superior ease of use."

Ralph Colunga  
Senior Director of Global, Travel, Meetings, and Expense, Salesforce

"The Concur team is second to none. It's a great company with great people. They're always on the cutting edge of technology. They respond to our needs with cost-effective solutions. And they're a tremendous pleasure to work with, from top company leadership to our designated team. We couldn't be more satisfied or impressed with Concur..."

Allison Coe  
T&E; Manager and Corporate Card Administrator, Abercrombie & Fitch

"Concur has streamlined the travel booking and expense reporting process for us, increasing productivity with employees. Now, completing the expense reporting process is just a click away."

Rafael Rosario  
Global Travel Services Manager, Liz Claiborne



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## ABOUT DEEM

Deem's solutions are designed for the way employees work and travel, and the way companies apply policy and control costs. Deem is built to help employees be more productive, solve problems on the fly, and focus on the job. Deem's powerful platform allows travel managers to customize their travel program and service their travelers with ease.

16

Customer references  
from happy Deem users

[VIEW ALL REFERENCES](#)

"Our employees find Deem easier and more reliable. It has minimal down time and actual responsiveness from customer support. The direct integration of our corporate cards is also a nice addition that we could never get to work with our other online booking tool."

Jeff Froetschel  
Accounting Manager, VeriChek Technical Services

"We are saving time and money by having access to all our preferred hotel, car, and flight options in one place. It makes managing finances much easier and we are able to direct our employees to better cost options."

Ashley Morales  
Executive Assistant, Plano Synergy

"Deem's focus was on the user experience, and built for the traveler, unlike other tools out there that were built primarily to satisfy the CFO and Procurement Manager."

Steven Lee  
Manager, Professional Travel Service

"Expense reporting has never been simpler. We have a high compliance rate, improved accuracy, reduced paperwork and scanning, and reduced hours to monitor the program. With the short amount of time and effort it took to set up this program, it was well worth the results."

John Malcuit  
Controller, PakLab



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## ABOUT EGENCIA

Egencia is the business travel from Expedia Group elevates corporate travel programs and traveler satisfaction. As the only solution with the same personalized experience across every touchpoint, the world's most relevant travel options and exceptional 24/7 customer care, Egencia improves compliance and savings for companies large and small globally.

# 61

Customer references from  
happy Egencia users

[VIEW ALL REFERENCES](#)

"As Travel Manager for Lexmark International (Australia) Pty Limited, I was heavily involved in the transition to Egencia. The project roll out was seamless, a complete success. The result of the transition to Egencia is overwhelming. We are saving time, resources, money and increasing value to our travellers and our business. I could not be happier with the..."

Brooke Down  
Travel Manager, Lexmark

"The implementations process was very straightforward—I was up and running with Egencia before other prospective Travel Management Companies returned my phone call. The entire Egencia Team was very responsive and committed to my success."

Fernando Renteria  
Retail Operations Manager and Travel Manager, Lacoste

"Egencia's Trip Approval Process took the pressure of managing policy compliance off our Travel Management Team, and put it where it should be—with the travelers and their managers."

Steven Hrubala  
Global Head of Procurement, Nasdaq OMX

"Skyjack travellers have responded to Egencia service surveys with a 100% positive likelihood to recommend and 100% positive Travel Consultant Satisfaction."

Hannah Rowanwood  
Travel Manager, Skyjack



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snapchat

U B E R

## ABOUT EXPENSIFY

Expensify was founded with a simple, but clear purpose: to make expense reports not suck. Reporting expenses has never been an easy or intuitive process. Like many others, David Barrett felt firsthand the pain of doing expense reports on antiquated, less-than-intuitive platforms. As a result, he and a buddy started working on a product to alleviate that painful process. That product became Expensify. Expensify started with a receipt-scanning vision and in 2009 Expensify raised \$1M to make to vision a reality. People loved the idea, as did the tech community and major publications. Less than a year later, Expensify raised another \$5.7M to build SmartScan, a product that would forever change the expense reporting marketplace.

# 46

Customer references from  
happy Expensify users

[VIEW ALL REFERENCES](#)



"Expensify is an easy, simple solution for a process that we had struggled to optimize."

Brian Saplicki  
Finance & Operations, Bitly



"I am lucky. When I travel for work, my job is to eat, drink, teach, and learn — not sort receipts. I am happy to let Expensify handle the mundane while I do what I love."

Robert Guarino  
CEO, Five Napkin Burger



"When we started using Expensify, a process that used to take days is now managed in minutes. Everyone here at Yes To loves how much easier expense reporting has become — especially the Finance team."

Tracy Hart  
CFO, Yes To



"Overall, we love using Expensify because it's more efficient, more streamlined, and more well controlled for everyone involved. The platform is simple, clean, user-friendly, and looks better from an audit perspective."

Denys Altman  
Head of Account Payable, Philz Coffee



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BNP PARIBAS



Deloitte.



## ABOUT KDS

KDS is a global provider of door-to-door Travel & Expense (T&E) management systems. The cloud based technology addresses all T&E requirements, from policy enforcement, and online travel booking, to automated expense processing and invoice reconciliation. With each stage handled efficiently, clients achieve significant cost-savings. KDS offers extensive connectivity to financial service and travel providers (airline, car, rail and hotel), ensuring optimized availability and pricing. KDS creates software that users love, believing that user experience is key to maximizing return on investment and increasing companies control on T&E spend.

22

Customer references  
from happy KDS users

[VIEW ALL REFERENCES](#)

“Users love how easy the tool is to use, and how accessible it is on their mobile wherever they are.”

Johanna Wigg  
Travel Manager, EF Education First

“The adoption rate at SFR is now 95%, with over 7,000 employees using the KDS travel and expense program.”

Michel Filipe  
Head of Purchasing and Procurement Department, SFR

“The first step involves doing an exhaustive inventory of existing practices and tools. This is essential so the project has a solid foundation and also to facilitate the subsequent implementation of the online self-booking tool.”

Abdelaziz Bougja  
Odyssey Project Manager, Veolia

“Thanks to KDS Corporate we have made a lot of progress and are well on our way to achieving our goals. KDS has proved an extremely effective tool and we are now well equipped to deal with the rising business travel costs that are forecast for the coming years.”

Michael Doerr  
Director of Travel Management, EADS



# nexonia

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## ABOUT NEXONIA

Nexonia is a leading provider of web and mobile expense, travel, time, and other business financial management solutions. Nexonia's simple-to-use applications are fully integrated with ERPs, credit cards, and other systems supporting a variety of businesses. Nexonia solutions are designed to streamline the reporting and approval process, improve human resource management, and enhance operational efficiency. For more information about Nexonia.

# 26

Customer references from  
happy Nexonia users

[VIEW ALL REFERENCES](#)

"With Nexonia Expenses, We Were Able to Get a Scalable Solution, a Mobile Application & a Deep Integration With Intacct."

Brian Kinion  
Chief Financial Officer, Marketo

"The most efficient and simplest app for expenses I have ever used! It's perfect for the person always on the road. Say "goodbye" to piles of receipts and to spending hours each month completing expenses and say "hello" to spending time on what matters sales!"

Vanessa Petrolese  
Straumann

"I'm sure I haven't yet worked with a better service team than Nexonia's. Seriously. It's evident that you are passionate about your product and service and happy to support your customers. That comes through in every interaction I've had with Nexonia Sandra, Torie, Stephen, and others."

Denny Baginski  
Clarity Solution Group

"Nexonia is a very user friendly system and as time's passing by, this system is updating with the fast paced technology. As an administrator, I do the training of employees in Nexonia. Fortunately, the training is very easy to do & employees pick up on it very fast."

Sabina  
Internet Society



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BOSTON • HONG KONG

EQT

*ifm*  
investors



## ABOUT OVATION CORPORATE TRAVEL

Ovation Corporate Travel is an independently owned, \$900 million travel management company with experienced travel consultant teams in more than 90 locations throughout the United States. Ovation is proud to provide global travel management through their affiliation with BCD Travel, the 3rd largest travel management firm in the world. Their network operates in 90 countries ensuring in-country service excellence for multinational corporate clients.

14

Customer references from happy  
Ovation Corporate Travel users

[VIEW ALL REFERENCES](#)

"Ovation was instrumental in the success of our organizational movement to an automated T&E management platform. Their flexibility and superior customer service drove a smooth transition involving hundreds of travelers. I have implemented several travel management systems and this has been by far the best!"

Curtis V.

Director of Accounts Payable/Purchasing, Universal Services of America

"The extraordinary customer service makes working with Ovation a dream. They answer support emails and inquiries quickly and in a personal and transparent manner."

Brooke R.

Office Manager, EQT

"Ovation has provided exceptional support in many facets of travel. They have helped us implement a travel policy program that allows the firm to control costs and understand where travelers are at any point in time. Ovation is also great at having the office open during times of bad weather to ensure travelers are dealing with Ovation..."

Brian W.

Controller, Clough Capital Partners, Clough Capital Partners

"My Ovation team is phenomenal! I could not handle my day to day team reservations without them. I call them my personal 'flight control' because they work so well in changing and turning things around so quickly."

Susan V.

Office Manager, IFM Investors



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## ABOUT ROCKETRIP

Rocketrip is the first commercially available travel management platform that rewards employees for saving money on business travel. Rocketrip's algorithms integrate a company's travel policy with real-time trip pricing and availability to create a personalized Budget to Beat for each trip. Employees book using favorite travel websites or a travel management company receive a percentage of the savings when book under budget. Rocketrip also provides employers with insights and analytics on company spending, savings and employee travel behavior, giving them the ability to optimize their travel policy and rewards program. Rocketrip is based in New York City and has received funding from Canaan Partners, Genacast Ventures, Crunchfund, Y Combinator and angel investors.

# 39

Customer references from  
happy Rocketrip users

[VIEW ALL REFERENCES](#)

“Rocketrip has been an instrumental tool in the travel savings generated by employees for FreeWheel both through the open market and our new travel partner. Employees love the rewards and we’re loving the savings.”

Claudia Klossner  
VP Finance/Corporate Controller, FreeWheel

“Rocketrip has helped us achieve our goal of reducing travel costs by challenging our employees to find the most cost effective way to go on the road. The added benefit is that they get rewarded for making smart travel decisions which has improved the morale of our travel-weary employees.”

Dan Figenshu  
VP Finance, TheBlaze

“Opower’s a data-driven company. We use behavioral science to help people use less energy. Rocketrip is the travel equivalent of that: they use data to motivate us to do the right thing.”

Charlie Mayer  
Director of Operations & Investor Relations, Opower

“Rocketrip budgets are configured to incorporate our historical spending patterns and to account for what rates are available at the time of booking. It takes the guesswork out of travel spending.”

Dan Federico  
CFO, SocialCode



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CREATING FANS

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NEC

sodexo

## ABOUT RYDOO

Rydoo reinvents business travel and expense management for high-growth companies and enterprises. Thanks to the expertise of the two founding startups - Xpenditure and iAlbatros - it originated, Rydoo's app covers the full scope of any trip or expense to contribute to a more fulfilling work environment.

# 35

Customer references from  
happy Rydoo users

[VIEW ALL REFERENCES](#)



"Rydoo is such a big improvement. The platform finally made it possible to actually implement a travel & expense policy and to make sure it is followed."

David Soulé  
Travel & Expense manager, Sodexo Group



"I'd compare Rydoo to a sort of social media platform, it's really self-explanatory. You can just sign up and go out and play with it."

Alex Prentice  
Finance Administrator, Medical Research Network



"For a long time we processed expenses manually. With Rydoo, all you need is to take a picture of your receipts."

Jan Derycke  
VP finance accounting, Brussels Airlines



"For us (Deloitte), it is very important to constantly innovate our processes and tools, to reduce administration and to increase efficiency. Thanks to Rydoo we know faster how much we spent on a certain project or client."

Cindy Peeters  
Finance Director, Deloitte



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FiscalNote



### ABOUT TRAVELBANK

TravelBank is an all-in-one travel and expense app for the modern employee, and the only app that pays you to travel for business. Using an intelligent algorithm, TravelBank predicts travel costs based on real-time pricing. Users can access a curated flight bookings platform with special corporate rates to book flights for business travel. TravelBank offers a camera-first experience for tracking expenses on-the-go, and rewards for employees who save money on corporate travel when they choose more cost-effective options.

# 20

Customer references from  
happy TravelBank users

[VIEW ALL REFERENCES](#)



"Our employees are happy because they can easily capture receipts and create an expense report in minutes."

Zack Blum  
Co-Founder and Chief Executive Officer, FleetSmith



"Our employees love how automated TravelBank's expense report process is. As our company continues to grow, we're now taking advantage of the built in travel management system."

Kevin  
Chief Executive Officer, Guideline



"TravelBank helps us to keep costs in check and empowers employees to manage their expenses responsibly."

Paul Watson  
Co-Founder, Ledbury



"It was really simple to bring our entire team onto TravelBank, and our employees couldn't wait for us to turn on the new savings and rewards feature!"

Jay Srinivasan  
CEO, Spoke



# TravelPerk

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**GOCARDLESS**



### ABOUT TRAVELPERK

TravelPerk is revolutionizing the way that organizations budget, book and manage their business travel. They offer a unique dynamic budgeting algorithm, incentives for employees to save, as well as reporting, dashboards, expense integrations, flexible payments and more, all within a single easy to use platform and at no cost to the user.

# 33

Customer references from  
happy TravelPerk users

[VIEW ALL REFERENCES](#)



"That was the moment of truth TravelPerk handled the job of getting everyone from our international offices back to Berlin on-time and on-budget."

Lisa Sandau  
Office Manager, OUTFITTERY



"TravelPerk is just the kind of solution that I've been needing to help me find the lowest available prices on flights and accommodations and organize all of our company's travel bookings in one single place."

Johanna Barvo  
Executive Assistant And Office Manager, Kantox



"Travel Perk has revolutionized the way I book travel for my colleagues, choosing flights/hotels to suit their needs is so simple. They send out trip details to each passenger automatically, so I don't need to - it saves me so much time!"

Claire Little  
Personal Assistant, GoCardless



"It's difficult for me to choose one favourite thing about TravelPerk: Having everything in one platform, great usability, easiness to manage travel in one single place are all great - I love them all."

Rhaica Silva  
HR Manager, Landing.Jobs



# Travelport Locomote

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### ABOUT TRAVELPORT LOCOMOTE

Travelport Locomote is a brilliantly simple corporate travel platform that empowers travel managers to drive change and achieve a quantum leap in program efficiencies. More than an online booking tool, their range of app-powered workflows and features consolidates the entire travel lifecycle.

# 12

Customer references from happy  
Travelport Locomote users

[VIEW ALL REFERENCES](#)

"After just 12 months, we were delighted to discover that we were meeting our travel policy and OHS requirements 100%."

WorldVision  
World Vision

"By streamlining the entire booking process, we have reduced approval time and spend and have also restricted out of policy travel."

Belinda Neilson  
Executive Assistant to Managing Director & CEO, eNett

"We saved more than 30% of our travel costs and all I hear from our travellers are positive comments. For me this is more than I could have ever asked for."

Kathryn Crooks  
Procurement Contract Specialist, Credit Union Australia

"Travelport Locomote offers us compliance, ease of use, and simplicity. All things that we weren't finding with a TMC alone, or with any competitor."

Diane Jackson  
Administration, Leighton O'Brien



# TripActions

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eHarmony®

FIVESTARS 



 netskope

 SurveyMonkey™

## ABOUT TRIP ACTIONS

TripActions reinvents one of the most used & hated processes in your workplace. They're saving customers 30% on their travel budgets and delighting travelers along the way. TripActions love to help you modernize your travel program and start rewarding your travelers when they help you save money as well as give you access to their massive unbiased collection of consumer, direct, and corporate inventories for flights, hotels, and cars.

# 30

Customer references from  
happy TripActions users

[VIEW ALL REFERENCES](#)



"Savings for us means we can re-direct the money to something else. With TripActions, I know we're saving at the right levels and even lower, as well as driving the right employee mindset."

Ken Tamura

Vice President of Finance, Qubole



"We've never had this type of relationship with [other travel solutions]. We appreciate that we can always reach out and TripActions always listens. We're super happy."

Aline Biasini

Manager of Executive Administration, Lookout



"Amazing customer support and excellent UI for trip management. Very holistic and clean."

Stas Michalski

Blazemeter, BlazeMeter



"It's the easiest to use hotel/flight mobile app I've ever used. Was impressed."

Colin Bleckner

SurveyMonkey