



Road Warrior

Kassy Morris

Role: Training Specialist

Travel Frequency:
1 week per month

Company: Procure

Industry:
Cloud-based platform for
Construction Management



Biggest TripActions Benefit

Huge time savings when booking trips
(the rewards are nice too!)



How a training specialist spends time building relationships, not making travel plans

Procure is a leading cloud-based platform for Construction Management. A key to the company’s success is building a strong culture. This is achieved by building face-to-face relationships with employees in all of the Procure offices around the globe.

This emphasis on personal relationships keeps employee training specialist Kassy Morris on the road at least one week per month. As a technology innovator, Procure needed a travel management partner that could deliver a higher level of service through digital tools and live support.

There Had to Be a Better Way to Book Travel

As someone who works for a SaaS provider, and trains employees day-in, day-out, Kassy is technology savvy. But even she was confused by the layout of her company’s previous travel management solution (TMS). Confusion led to wasted time and frustration as Kassy struggled through the cumbersome booking process.

Even booking straightforward trips took too long. So, Kassy often sought her own solution and booked on websites outside of the corporate travel policy. She figured it was easier to ask for forgiveness.

But this didn’t completely solve her issue, because she still had to manually reference company policies on expense limits and coordinate hotels within proximity to training sessions. Dealing with all of the aspects of travel ended up taking hours of her workday, or worse, hours after work pulling it all together.



I found myself spending a lot of time during my work day, or after my work day, just trying to get a trip booked.”



TripActions: How A TMS App Should Work

Kassy's weekly itinerary can include multiple cities, hotels, and flights. With TripActions, she books even her most complex trips in 10 or 15 minutes with either the TripActions mobile app or website. Simpler trips are even quicker.

Compare this to the **83% of business travelers** who take over an hour to book a trip.

Beyond the speed of booking, Kassy sees other benefits to using TripActions. When she's done booking her travel, she has "a beautiful, cohesive itinerary" that shows every component of her trip: flights, hotels, meeting locations—even the details of any personal travel she's added. Kassy loves not having to filter through her inbox for a dozen different emails; all pertinent information is shown at a glance through the TripActions dashboard.

No Training Required

When Procore announced the switch to TripActions, Kassy couldn't attend the TMS onboarding session—because she was busy training employees on Procore's own product. But she had a trip to book, so she decided to give TripActions a try.

She found her trip so easy to book that she thought she had done something wrong. A co-worker who had gone through the training confirmed to Kassy that she had done it correctly. TripActions was so simple that a complete trip could be booked in under 5 minutes.

Rewards Add Up

Kassy loves it that when she chooses travel that saves money for her company, some of the savings are passed on to her through Amazon gift cards. It empowers her to make smart decisions for her company, while earning rewards for herself.

What's she saving up for?

A new wine fridge!



I've booked hotels, flights, rental cars, multiple hotels, multiple airports in like 10, 15 minutes. And I have a beautiful, cohesive itinerary where I see everything."

Why TripActions?

At TripActions, we believe nothing can truly replace the value of being there in-person. So we built an end-to-end travel platform that empowers road warriors, like Kassy, to focus on the reason for their trip, and not the details of the trip itself. Our travelers enjoy proactive 24/7 support with the click of a button, personalized results to book a trip in minutes, and an innovative rewards program to give them a reason to care about saving company money. Contact us to find out why travelers love using TripActions.

