

## CASE STUDY



## How Qubole Took Control of an Unmanaged Travel Program with TripActions

**Qubole Facts****Employees:** 250+**HQ:** Santa Clara, CA**Industry:** IT and Services**Offices:** 4**Previous solution:**

Unmanaged travel program

**TripActions Champion:**

Ken Tamura, VP of Finance

### Leader in turning data into digestible insights and accessible to anyone

Offering the first-ever autonomous data management platform, Qubole was founded in 2011 with the mission to empower any business to harness metadata and make more calculated decisions. Rapidly, the Santa Clara, California-based company found itself growing. *"We're your typical start up,"* says Ken Tamura, Qubole's VP of Finance. *"We want to move quickly and make quick decisions while learning and continuing to improve."*

By 2016, Qubole knew an improvement they needed to tackle was their largely unmanaged employee travel program. When Qubole's team members traveled to meet with customers, they were booking their own trips on any site—making it a challenge for the company to manage spend and keep up with employee preferences, perceptions of reasonable costs, and changing itineraries.

### Qubole's corporate travel pains:

**For management:**

- A decentralized travel program with a lack of visibility into and control over a fast-growing team's spending

**For employees:**

- Unclear policy guidelines and a DIY booking system leading to guesswork about costs and dissatisfying travel

### The right fit: achieving consistency with TripActions

Tamura recalls that as soon as they saw how the TripActions solution works, the Qubole team knew it would be perfect for their growing company.

*"It fit how we wanted to centralize our travel purchasing—to measure, align, and create consistency around what [spend] is considered reasonable, and what isn't," he says.*

With TripActions implemented, all of the company's travel data was aggregated into one easily accessible dashboard where management can get customized reports on savings, spend, employee preferences and travel trends. Meanwhile, Qubole's employees were presented with a single, simplified process for how to book and manage their business travel based on their preferences, including getting to choose from their favorite travel sites within TripActions' massive inventory. They also benefited from the TripActions Rewards Program, incentivizing them to choose options that would save company money. In no time, the company saw travel costs go down with over 25% savings on hotel bookings alone — a result that's continued into the present.

## The TripActions Fix:

### For management:

- Complete, real-time visibility into the company travel program
- Personalized reports on an administrative dashboard
- Reduced costs through a dynamic policy that adjusts to the market and The TripActions Rewards Program

### For employees:

- Easy to use mobile app with customized search results
- Access to a huge selection of travel inventory while booking within target costs
- Higher satisfaction with convenient, 24/7 ultra-proactive traveler support
- Rewards for saving company money redeemable for gift cards, personal travel or business travel upgrades

## Satisfaction as fuel for growth

*"Today, the benefit our travelers are getting is more than we ever expected," says Tamura. "They really value the rewards [they earn for saving company money]." He also notes that employees have reported being particularly happy with TripActions' proactive support, and have even started using the system to book their personal travel.*

In terms of satisfaction for Qubole's managing team, having a streamlined travel program means more resources for other parts of the business—crucial for a company heading into a growth spurt. *"Savings for us means we can re-direct the money to something else," he explains. "With TripActions, I know we're saving at the right levels and even lower, as well as driving the right employee mindset."*

## What Can TripActions Do For Your Business?

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