



Case Study

Christian Brothers University Transformed T&E with TravelBank



Organization: Christian Brothers University **Location:** Memphis, Tennessee

Industry: Higher Education | **Partner Since:** 2022 | **Product Used:** Travel & Expense

Number of Employees: 310 | **Primary Users:** Faculty, staff & athletic teams

Key Challenges

- Employees booking travel across different sites
- No policies or procedures to guide the booking process
- Lack of visibility for travel bookings
- Inefficient expense management process

Key Results

- 85% better insight into travel spend
- 90% improvement in expense insights
- Expense accuracy rate increased from 45% to 95%
- Centralized platform for booking flights, hotels, and car rentals curbs last minute bookings and keeps spend under control
- Employee tracking for duty of care achieved

Company Overview



Christian Brothers University (CBU) is a four-year, private Catholic university founded in 1871 by the De La Salle Christian Brothers. Committed to academic excellence, CBU offers a range of programs that prepare students from diverse backgrounds for meaningful careers, all while promoting Lasallian values of faith, service, and community. With a focus on student-centered learning and personal growth, the university fosters an inclusive environment where students are encouraged to explore their faith and contribute to society.

The Cost of T&E Inefficiency



As the new Director of Procurement at Christian Brothers University, Ursula Atkins wanted to make an immediate impact on the organization by streamlining T&E. The absence of a centralized system for managing travel expenses was leading to significant inefficiencies for the organization's finance admins and their travelers. This disjointed approach created challenges to effectively track employee travel, manage bookings, and gather data for the associated spend.

"Before TravelBank, it was all over the place. Employees were going out to different sites and each and every person was choosing what they wanted. There were no policies or procedures to follow in order to choose travel means or even how to deal with the expenses that followed," Atkins said.

As a result, not only was reconciling expenses a cumbersome task for admins, it was difficult to maintain accuracy in expense reporting. Without a streamlined process, the team faced hurdles in budgeting and financial planning, ultimately impacting their ability to make informed decisions.

A True All-in-One Solution

TravelBank offered a comprehensive solution to Christian Brothers University's challenges. By consolidating all the travel expenses and reporting on one platform, the university managed to streamline its processes significantly. TravelBank provided a one-stop-shop for booking flights, hotels, and car rentals, tracking employee travel, and monitoring spend efficiently.



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“Now, we’re able to make sure that people are not making last-minute choices, truly using the travel budgets in a more customized, streamlined way—it really does help to hold employees accountable to the policies and procedures that are being put in place.”

– Ursula Atkins
Director of Procurement

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Booking Travel with Guardrails

Travelers within the university can now make better travel decisions thanks to custom policies built into the TravelBank booking platform. In-app guidance ensures employees are aware of travel policies when it counts, and guardrails enforce those policies throughout the booking experience. This has helped the employees avoid last-minute choices and holds them accountable.

With a system in place to enforce travel policies and procedures, finance is empowered to improve financial decision making. “The travel product has really optimized costs,” said Atkins. “It also allowed us to be able to make sure that we were putting our expenses in the right place and making the best decisions when it came to our employees that were traveling either domestically or abroad.”



Connected, Accurate Data



With travel data and expense workflows generated from a centralized system, reporting has been significantly improved, giving admins 85% better insight into travel data and a 90% improvement on the expense side.

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“We now have 85% better insight into travel data and have improved to 90% on the expense side. We’re able to truly go in [to the platform] and know where the allocations and funds are going—it’s improved our overall process”.

– Ursula Atkins
Director of Procurement

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TravelBank’s integration with bank cards, combined with its automation features, has significantly reduced the burden of manual reconciliation. Employees at CBU can now effortlessly upload their receipts and automatically merge them with transactions from their card feeds. This streamlined process not only enables swift self-reconciliation but also enhances the accuracy of their expense reports. “Where we were more at 45 percent accuracy, now we’re at 95 percent accuracy,” Atkins said.



Providing an Exceptional Experience

From a duty of care perspective, TravelBank has offered peace of mind. "With TravelBank, we can now track our employees, where they are, their bookings, and actually see the spend," Atkins said.

Employees have expressed to Atkins the value of having 24/7 chat support for travel issues, praising TravelBank's dedicated travel agents for resolving challenges while on the road and the company's commitment to customer care. "TravelBank really cares about their customer experience," Atkins said. "It's delightful to actually have a company that's listening and wanting to make sure that the customer success is truly customer success."

Implementing a comprehensive system that streamlined travel bookings greatly enhanced T&E transparency for admins, improved reporting accuracy, and delivered better insight into allocations, allowing Christian Brothers University to control costs and operate more efficiently in their T&E processes.



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