



# Microsoft

## CASE STUDY



### Microsoft saves 1.2 million hours annually with Emburse Go

Approximately 5,000 Microsoft Corporation staffers are in the air or on the road for important business travel at any given time. At Seattle-Tacoma airport, near the company’s headquarters, an average of 200 employees are either taking off or landing every hour. Business travel matters to this global company.

Yet, there are hassles and logistics to endure on each trip, like juggling flight details, airport navigation, accommodations, and managing expenses, all while flying the company flag.

Microsoft values the contribution its road warriors make to the bottom line, and the sacrifices they make in terms of family and personal time. To help, its Global Travel Team chose Emburse to give business travelers the information they need to have a successful, rewarding trip. Teaming up with Emburse, Microsoft sought to streamline and simplify global business travel and return two hours from every trip to employees—to save at least one million hours every year. They were also interested in achieving cost savings via integrated travel management, easy cab sharing, and other admin improvements.



#### Goal:

Save at least two hours per employee trip, culminating in 1.2M extra hours of productivity and family time for Microsoft employees annually.

#### Solution:

Leveraged Emburse Go to build the highly customized MS Travel App.

#### Challenges

- Supporting 80,000 regular business travelers
- Managing millions of miles logged globally per year
- Concerns about travel team efficiencies and employee travel experience

#### Results

- Saved travelers 1.2M hours annually
- 10,000 MS Travel App downloads in the first three months
- Reduced costs and eliminated inefficiencies
- Simplified and streamlined complex travel organization

“ We see the Emburse-based MS Travel App as the best way to **get resources directly into our travelers’ hands.** ”

#### Eric Bailey

Director of Travel, Meetings and Payment, Microsoft Procurement



## A unified travel support service

With Emburse Go, Microsoft developed the MS Travel App using their Azure cloud platform and .NET software framework. It's downloadable from the company cloud and compiles all the details needed to complete an itinerary.

Eric Bailey, Director of Travel, Meetings, and Payment, and his team wanted to put a travel solution into the staff's hands for some time, and felt confident that this third-party technology from Emburse would be beneficial for Microsoft internally. They were convinced that a well-designed, truly traveler-centric support system would create higher value for travelers and travel managers. The team had already been pursuing a seamless traveler experience—powered by a digital pocket travel assistant—before encountering Emburse Go and seeing what it could add.

“The information we can make available is something you may need four times on every trip, like flight check-in schedules or something only needed once in 100,000, like an Embassy location or medical evacuation information,” Bailey said. “The key is getting all of this data in the same place—and the MS Travel App is the best way we have found to get resources directly into travelers' hands when they need it.”

Bailey tipped Emburse Go as his choice for an innovative product in that sector. Still, his interest came from its ability to deliver against his traveler-centric support vision. After some discussion, implementation commenced and the team set out to build the best possible in-house customized travel support application.

## Budget savings and happier team members

From the employee perspective, the app's been nothing short of revolutionary. They ditched the need to print off easily-lost flight details while gaining immediate assistance for delays and other travel issues. The app also provides them with in-pocket guidance on their journey's intended goals, details about their destination, and reflects the Microsoft look and feel they know. Time is saved and convenience increases from the second a staffer leaves their home.

It's also helpful to Microsoft at a corporate level—in the form of cost reduction through simplified processes and minimizing manual steps to complete a business trip.

As valuable as saving money and reducing inefficiencies are, Bailey points out the real goal is to help the Microsoft family by making life easier at every step.

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## About Emburse

Emburse delivers innovative end-to-end travel and expense management solutions that solve for what's next in forward-thinking organizations. Our suite of award-winning products are trusted by more than 12 million finance and travel leaders, and corporate travelers around the world. More than 20,000 organizations in 120 countries, from Global 2000 corporations and small-medium businesses to public sector agencies and nonprofits, count on us to manage business travel and employee expenses with ease.

