

Customer Story

# SuperHero Fire Protection's secret to easier, smarter travel

SuperHero Fire Protection is a leading fire protection contractor specializing in the design, installation, inspection, and maintenance of fire sprinkler and alarm systems. Founded in 2012 by industry veterans, the company has grown rapidly, serving multifamily developers, property managers, and commercial businesses across the Southeast and Mid-Atlantic.



## The Problem

As a rapidly expanding company, SuperHero Fire Protection needed a reliable and efficient way to manage travel for its field crews and administrative teams.

They were using CLC Lodging, but the platform proved difficult to navigate, with a clunky website, and unresponsive customer service. Managing bookings, setting up locations, and ensuring travel policies were followed was becoming a growing frustration. Tracking expenses and job costing was also challenging, creating extra work for their accounts payable team.

Engine.com






## The Solution

SuperHero Fire Protection switched to Engine for a streamlined, user-friendly travel management solution.

Within just a few days, travel policies were set up, travelers were onboarded, and the system was running smoothly.

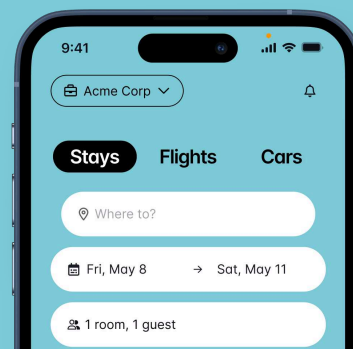
Engine's intuitive platform, cardless payments, and easy-to-use mobile app made booking and managing travel a breeze for both the field crews and office staff. Most importantly, Engine's responsive customer support team provided real-time assistance, solving issues quickly.

## The Results

-  **Faster, more efficient travel management**
-  **Improved reporting & expense tracking per job**
-  **Better visibility into travel spending**
-  **Superior customer support**
-  **Happier employees**

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— Luige M., Director of Procurement



## With Engine

SuperHero Fire Protection is a rapidly growing fire protection company with 18 locations and counting. As the Director of Procurement, Luige Masceri is responsible for ensuring that operations run smoothly—including managing travel for their field crews and administrative teams.

When Luige took over the administration of their corporate lodging account, he quickly realized that their previous solution, CLC Lodging, wasn't meeting their needs. The website was difficult to navigate, and customer service was unresponsive. That's when Engine entered the picture.

### A Smooth Setup

Taking control of a new travel management platform can be daunting, but for Luige, Director of Procurement at SuperHero, the Engine setup process was seamless.

"The setup process was simple. I had minimal questions. Within a few days, I had travel policies set and current travelers uploaded. Any questions I had were answered promptly."

### Customer Service That Actually Cares

One of the biggest frustrations with CLC was slow and unresponsive support. Engine changed that.

Luige explains, "We did have an issue with someone traveling early on. The Engine support team helped book a new hotel and get a refund. Our account manager, J-Mac (Jennifer MacGregor), has been great."

### Game-Changing Custom Fields & Reporting

For the back-office team at SafeHero Fire Protection, Engine's custom fields have transformed reconciliation.

"Our AP personnel are loving it. They can apply charges to the job cost where it belongs without having to look anything else up," says Luige M., SafeHero's Director of Procurement.

The field operations managers also gained visibility into job costs. Engine's reporting tools provide more detailed data than CLC, making it easier to track travel expenses and keep budgets on target.

### Advice to Other CLC Customers

For any CLC customers considering the switch, Luige has one message:

"Engine's website is superior to CLC with ease of navigation and operational features. CLC's website is years behind. And their customer service? I had questions when trying to reconfigure our account and sometimes never got a response. But the moment I shut down our account, they finally tried to reach me. I don't need someone checking on me only when they see us leave—that's too self-serving."

With Engine, SuperHero Fire Protection gained efficiency, ease of use, and a responsive support team. And that's exactly what a growing company needs.