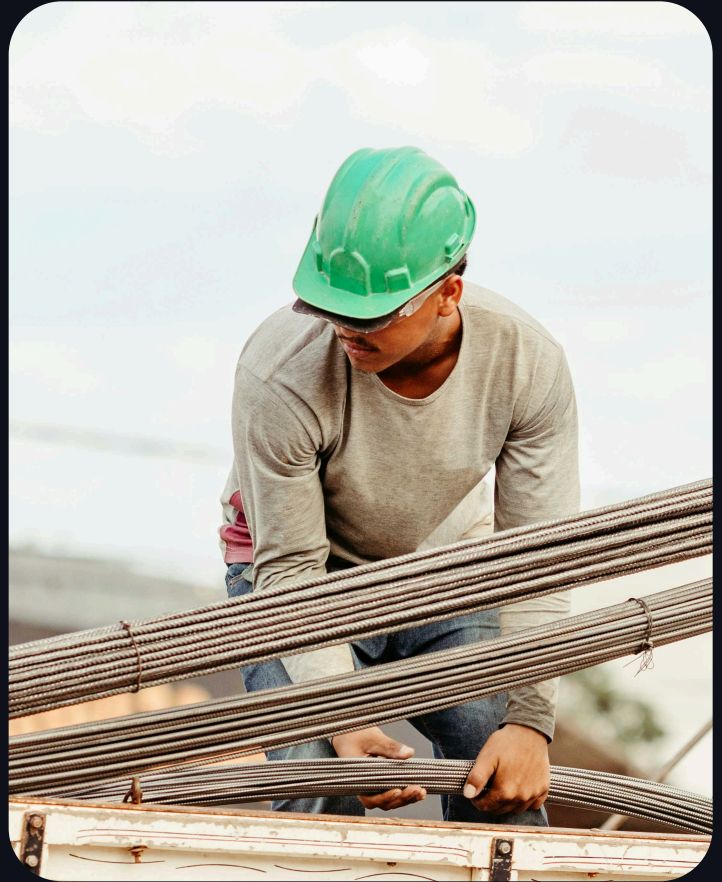


Customer Story

Southern Response gets crews to the scene fast with Engine

Southern Response Services is an Alabama-based staffing agency specializing in emergency restoration and industrial cleanup. When disaster strikes—hurricanes, floods, wildfires—they deploy hundreds of skilled workers to help with recovery and cleanup. In some of the most chaotic conditions imaginable, they help restore homes, power, and peace of mind. But with massive crews moving fast, they needed a way to book hotels just as quickly.



The Problem

Booking hotels in the middle of a storm—with no time, no power, and no backup.

Before Engine, Kelly B. spent entire days on the phone trying to secure hotel rooms for 100+ workers. Calling hotel after hotel, trying to confirm availability, checking power status, and locking in rates. And even when hotels looked available online, many couldn't update their listings because they had no electricity or phone lines.


The Solution


Engine made it easier to book faster, flex smarter, and scale during emergencies.


Before Engine, Kelly spent 12–14 hours coordinating travel for even small deployments. Now? It takes her under 30 minutes. And when it comes to larger groups, all she has to do is send an email and Engine's dedicated group booking team handles the rest.


And thanks to Engine's double rewards, they're not just traveling smarter—they're reinvesting those points back into their community support efforts.

The Results

 **\$200K+ saved** with flexible cancellation options with Engine

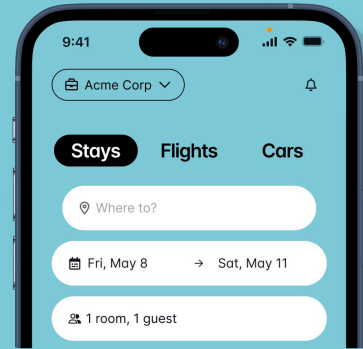
 **\$72K saved** in travel last year

 **Cut booking time** from 14 hours to **under 1 hour**

 **Loyalty points** used to support **employees and families in crisis**

“Engine has been a godsend”

— Kelly M., Southern Response Services



With Engine

When disaster strikes, Southern Response Services moves fast to get boots on the ground. That means securing dozens—sometimes hundreds—of hotel rooms with little notice.

For Kelly, that used to mean spending entire days on the phone. Now, with Engine, it takes just minutes. From fast group bookings to flexible cancellations and rewards that give back, Engine helps them do more than travel, it helps them serve.

One Email Replaced Endless Phone Calls

“During a storm, I’ve been on the phone for 10, 12, 14 hours trying to find hotels,” Kelly said. “With Engine, I can book it in 30 minutes.”

For big deployments, she hands it off to the group bookings team. “All I have to do is send an email—and I get a response within 24 hours. That’s a huge time savings for me.”

Why FlexPro Changes the Game

In emergency work, plans shift constantly. Crews may stay one week or four. With FlexPro, Kelly can cancel unused rooms and get most of the money back—either as credits or not billed at all.

“Calling hotels on my own, they’d say, ‘We can’t give your money back. Too many people need rooms.’ But Engine let us cancel. That has been great.”

Points That Make a Difference

Sometimes it’s not just about business—it’s about doing good.

Southern Response earns loyalty points every time they book through Engine. Kelly puts those points to work in meaningful ways—sometimes for supervisors on the road, other times for something much bigger.

“There was a family in our community—their 2-year-old son was sick and had to go to Boston to a specialty hospital. We were able to provide hotel rooms for two weeks using points so the family didn’t have to worry about that expense.”

For a company rooted in care and response, the ability to give back like this makes a difference beyond the job.

Advice to Other Companies? Just Try It.

Kelly had a bad experience with another provider in the past, but she kept an open mind, and gave Engine a shot. That decision saved time, money, and stress.

“All of us have been burned by one company or another, but we can’t let that stop us from finding something better. If I hadn’t tried Engine, we’d still be wasting time and losing money.”