

## Customer Story

# High voltage, low hassle: RMS Energy powers smarter travel with Engine

RMS Energy delivers reliable and comprehensive solutions that keep the power flowing for utilities, industrial facilities, and critical infrastructure. With nearly 600 employees most of whom are on the road over 40 weeks a year, the company needed a travel solution that could keep pace with their scale and growth. That's where Engine came in.

## The Problem

Employees booked travel using individual credit cards, receipts were hard to track down, and reconciliation became a bottleneck. Hotel receipts often went missing or arrived late, forcing the accounting team to chase them down from hotels across the country.





Flexibility was critical with crews traveling to job sites nationwide. What RMS needed was a centralized platform that employees could actually use, with built-in controls and better visibility for the back office.

## The Solution

RMS discovered Engine and decided to do a demo. One feature made an immediate impression: folio access. Instead of chasing receipts, the accounting team could view them all in one place, streamlining reconciliation and month-end reporting.

The RMS team rolled out Direct Bill to remove expenses from individual cards, and FlexPro gave them the freedom to shorten or extend stays as job conditions changed. RMS saw adoption skyrocket thanks to traveler perks like rewards and an easy-to-use platform.

## The Results

-  Less time chasing receipts thanks to **automatic folio access**
-  **Over \$87,000** saved on stay modifications by using FlexPro
-  **Full travel visibility** across business units
-  Dedicated Engine support and account management for **faster resolutions**

# When I saw the first folio and the receipt was right there, that was huge.

— Angie B. Senior Staff Accountant



## With Engine

### Watts the Problem?

With nearly 600 employees—many on the road 40+ weeks a year—RMS Energy relied on company cards to book hotel stays. But receipts often went MIA, leaving the accounting team chasing folios from hotels across the country.

It fell on the accounting team to clean up the mess, on top of all their other duties and timelines. The process was unsustainable. RMS needed a travel platform that could keep up with their pace, not pile on more work.

### Folio Goals

What sold Angie, a member of the RMS accounting team, on Engine? One word: receipts.

“I think for me, when I saw the first folio and the receipt was right there... that was huge,” Angie said. No more calling hotels. No more tracking down tired employees. Receipts were accessible, accurate, and right where they needed to be.

Engine also helped them shift off credit cards entirely with Direct Bill. Now, billing runs through accounting, and costs are consolidated into one easy-to-approve file per job. Admins can even flag errors before they hit the ledger—a win-win for accuracy and sanity.

### The Power of FlexPro

RMS jobs don't always go according to plan—sometimes crews wrap early, sometimes work gets extended. With FlexPro, they can easily adjust stays without penalties or headaches. That flexibility has been critical for a workforce that rotates job sites regularly.

Engine's group booking team has also helped with long-term stays—even when guests rotated out mid-project. Angie shared how helpful the team was in handling last-minute name changes and schedule shifts: “Just having that support made it easy on the administrative end.”

### Support That Doesn't Flicker

Whether adjusting a group stay or resolving a billing hiccup, the RMS team always has a go-to: Engine Support and their dedicated rep, Jennifer.

“We've called Engine and they've always been good at helping us out. The support team has been great.”

She even noted how easy it was to loop in Jennifer: just cc her on support emails, and she's already in the loop. That level of partnership has been an enormous time-saver.

### Scaling with Confidence

Engine helped RMS move fast without losing control.

“It's helping track our job costs on a much more timely basis,” she explained. “We're getting better visibility into what's going on sooner—and that helps us plan for what's next.”