

Customer Story

Hard hats, **easy hotels**: Vanguard's travel secret is Engine

FBD Vanguard Construction, Inc. is a Northern California-based general contractor known for tackling some of the state's toughest infrastructure jobs. With a specialty in freeway paving and concrete barrier work, their resume includes icons like the Golden Gate Bridge and Caldecott Tunnel. Backed by a 150-person crew and a fleet of heavy-duty equipment, Vanguard takes on high-stakes public and private projects across California—that's where Engine comes in.

The Problem






With dozens of crews spread across the state, Vanguard's dispatch team was stuck in a time-consuming maze of hotel spreadsheets, scattered email chains, and manual credit card forms. Booking rooms for 15–20 workers across multiple hotels was not only slow—it was risky. Missing confirmations, delayed responses from hotels, and invoicing chaos led to major stress and lost weekends.

The Solution

Enter Engine: built for the folks who actually make things happen.

Dispatcher Victor S. brought fresh eyes to the process—and a hospitality background that immediately spotted Engine's potential. Instead of spreadsheets and back-and-forth calls with hotels, Engine provided a clean, centralized platform that let Victor book up to 20 rooms across 12 hotels in under 10 minutes. Better yet, the support team (and Cat, their account manager) made every step smoother and more secure.

The Results

-  **Cut travel booking time by 80%**
-  **Saved over \$13k** in the last 6 months simply by booking with Engine
-  **Improved visibility and security** of bookings and folios
-  **A support team** that saves the day with real-time issue resolutions
-  **Weekend peace restored: emergency weekend bookings now take minutes**

“If Engine disappeared tomorrow, I’d lose my weekends.”

— Victor S., Dispatcher



With Engine

Booked in 10

Back in the pre-Engine days, booking travel meant bouncing between hotel websites, email threads, and half-broken spreadsheets. Just confirming rooms could take hours. Victor had to track down credit card authorization forms, follow up for folios, and hope the GM didn't miss his email.

Now? He opens Engine, books 18–20 rooms across a dozen hotels in under 10 minutes, and moves on with his day. It's no exaggeration, he's gone from 10 hours a week on hotel coordination to around 2. And better yet, he can front-load everything on a Monday instead of chasing bookings throughout the week.

"I've reduced the time I spend booking from 10 hours a week to 2. Through Engine, I can book the whole week in one day."

Support That Deserves a Hard Hat

Victor's team never has to wait long for help, whether it's a credit card error at check-in or a mishandled folio, one call to Engine and the issue's handled.

"It takes one simple phone call and I'm greeted with, 'Hello Victor.' They've never not solved my problem. That's not an exaggeration."

Account Managers That Have Your Back

Victor credits much of Vanguard's Engine success to their account manager, Cat. Whether she's flagging product updates, helping troubleshoot a bug, or just checking in, she's a proactive partner, not just a name on an email thread.

"She is absolutely amazing and I am highly satisfied with the relationship that Vanguard Construction has with Engine but that only exists because of Cat."

No More Spreadsheet Gymnastics

Let's talk data. Vanguard used to rely on emails to manage bookings. Folios got lost. Authorization forms went missing. Charges had to be reconciled manually. One missed email and the whole thing could unravel.

Engine changed that with centralized visibility and clean reporting. Everything's in one place, accessible at any time, and secure. No more hunting for documents. No more wondering what the final bill will be. Just straightforward, organized travel data.

"It's easier to use a system that holds all my data versus needing to rectify information through email."

A Platform Built for the Field

Victor's background in hospitality gave him a sharp eye for tools that actually work in high-pressure, blue-collar environments. Engine checked every box—fast, intuitive, and powerful enough to handle the scale of a full construction workforce on the move.

"[Engine] makes a stressful part of the job feel easy."