

🔄 🗟 Customer Story

Raise the boom, not the budget: how Sims Crane streamlined hotel booking with Engine

Sims Crane & Equipment is Florida's premier crane rental company, with the largest mobile crane fleet in the state. Established in 1959, they specialize in turnkey lifting solutions backed by world-class safety, training, and technology. However, things weren't quite as buttoned up when it came to their travel operations until Engine entered the picture.



The Problem

Too many receipts, not enough control.

Sims Crane was spending heavily on lodging, but it was nearly impossible to get a clear picture of the total cost. Hotel bookings were handled by individual employees, expensed through reimbursement, and processed manually across departments. The finance team was left untangling it all.

The Solution

Centralized booking. Simplified billing. Cost control activated.

Amy M., Director of Finance Operations & Budget, joined a cross-functional project to rein in their travel spend. With Engine, Sims created a companywide hotel booking process with designated users and centralized billing. Now, travel costs are visible in real-time, reconciled every two weeks, and coded accurately by department. Amy's team can spend more time leading and less time chasing folios.

The Results

- Avoided **\$40K+ in hotel modification fees** with FlexPro protection
- Centralized hotel booking across the company
- **One consolidated bill** every two weeks
- **5x faster booking** for travelers
- Reliable support from a dedicated account manager



"Every day is easier now."

- Amy M., Director of Finance Operations & Budget

With Engine

Receipts? What receipts?

Before Engine, hotel bookings were a decentralized mess. Employees booked their own rooms through random travel sites, paid with personal cards, and submitted receipts weeks later. For Amy's team, that meant endless reimbursements, inconsistent pricing, and no real visibility into where the money was going.

"There was little control over the costing," she explained.

Now, it's a different story. With centralized booking and one consolidated invoice every two weeks, Amy's team knows exactly who stayed where, for how long, and which department should foot the bill. No more chasing receipts. No more digging through spreadsheets. Just clean, accurate data.

Sepeat bookings without the repetitive work

Some employees at Sims travel to the same place every month. With Engine, Amy doesn't have to start from scratch each time. Instead, she just pulls up the previous reservation and rebooks it in seconds. It's a small feature that makes a big impact.

"I book the same employee monthly. I can go to a prior booking and easily reserve the same hotel. It's so much easier."

The added bonus? The hotels they've used through Engine are consistently solid. No surprises, no horror stories—just clean, reliable places that meet the team's expectations.

😤 Field-ready support, 24/7

When a crew member runs into an issue at check-in, they don't panic. And they definitely don't call the finance team. Instead, they call Engine's 24/7 traveler support line and get help right away. Whether it's a room mix-up or a missing confirmation, Engine resolves it—fast.

"Having the support line for our travelers is key. If there are issues, we report it to Engine and they work directly with the hotel."

S A billing foundation built to code

Direct Bill with Engine isn't just easier, it's smarter. Instead of hundreds of individual charges, Sims receives a single, detailed invoice every two weeks. Amy can easily distribute it to her team, identify which departments are responsible, and code everything accurately for accounting. It's a streamlined workflow that's helped reduce friction, improve oversight, and save valuable time every billing cycle.

"We forward the spreadsheet to my team for review and approval. We can easily identify what departments are responsible for the expenses and code them in accounting accordingly."

2 Advice to other companies? Just do it.

Amy's message to other businesses still wrangling screenshots and expense reports is crystal clear: Engine is the upgrade your team didn't know it needed.

"Do it! Best decision we made. We can manage costs and personnel more efficiently. The rates are great, the support is great, and our travelers love being able to link their reward accounts. It's a win across the board."