

## CASE STUDY

# Aspen Square saves over \$45K in 6 months with FlexPro

**The Problem:**

Unexpected and unavoidable changes were costing Aspen Square thousands for unused lodging.

**The Solution:**

Aspen Square never pays for unused nights again with FlexPro.

**With Hotel Engine, Aspen Square can now:**

-  Save up to 60% compared with online booking tool rates
-  Make modifications right from their account, no calls required
-  Get their funds back on every unused hotel night thanks to FlexPro
-  Get award-winning support 24/7 via live chat, phone or email

**Aspen Square** is a real estate investment firm that develops and maintains properties across 18 states. Since they're growing all the time, their business relies on frequent travel, usually of multiple travelers.

For the last 35 years, Nancy Kosakowski, Aspen Square's travel manager, has been personally responsible for coordinating all travel and ensuring compliance across all of Aspen Square's trips. Though she also fields work comp, risk management and HR requests, she dedicates over half her time to managing their complex travel logistics.

**The Problem**

When managing travel Nancy dealt with intricate itineraries - groups up to 50 employees traveling for months at a time, with shifting timelines and frequent changes. It became painfully clear their default online booking tool couldn't cut it.

To start, they were losing money any time the company's plans changed or projects finished early due to rigid cancellatoin policies and change fees. "You couldn't modify or make changes. Once you booked it, you pretty much owned it," Nancy explained.

## The Problem (continued )

Naturally, that meant that they'd wait to book lodging as long as possible to avoid losing funds. But that came with its own issues. "I could only book three or four rooms at a time," Nancy said," and then you get through that and they don't have enough rooms for the rest of the team."

Plus, the popular online booking tool had a static inventory, which meant that at times her travelers would arrive to find their reservations didn't exist: "I was having issues where people were showing up for a reservation where I had reserved three rooms and they'd only have one room." But contacting support for help, or for a refund for the additional rooms, was challenging to say the least: "Issues occur and you can't get to anybody. It's very frustrating. And then explain it to three different people and be put on hold and then they drop the call. ...Trying to get anything resolved was a nightmare."

## The Solution: FlexPro

As a Hotel Engine member, Aspen Square has saved countless hours and nearly \$50,000 in less than six months, thanks to using FlexPro alone.

For just \$2,000 per year, every hotel reservation their company makes is covered, so they can make changes easily without losing any funds. "Having FlexPro is huge. Knowing I can cancel anything is a game changer.

I'm not afraid to book well in advance...It puts you leaps above the rest as far as I'm concerned." Even after paying the subscription costs, Aspen Square is projected to save around \$100K annually. Well done Nancy!

But massive cost savings are not the only way FlexPro is improving Nancy's booking experience. With FlexPro, she can easily book multiple rooms at once: "Having the ability to get eight people in one reservation, and cancel if they change their mind, is a dream come true."

Additionally, she's saving critical time on every modification. She's making changes to trips right from her account, with no phone calls required and no questions asked. "It's very realistic that in a group of eight people traveling, somebody gets sick at the last minute and they're not going on the trip and you've got to take one out of the mix. I've done that with Hotel Engine and the ease of use is great. Extending a night, canceling a night - being able to do that automatically online and not having to reach out, is huge. It just makes doing my job so much easier."

Lastly, Nancy was relieved to find outstanding support whenever needed. "Someone's always paying attention and going to try and help you resolve your issue." Hotel Engine's Member Support team has won two international awards for stellar customer service. As Nancy confirmed: "I also have a rep I can call directly."

## FlexPro, honest to God, just made my life so much easier.



Nancy Kosakowski

Contact us for a demo  
and start transforming your  
travel experience today.



### The Curtis Denver - a DoubleTree by Hilton Hotel

1405 Curtis Street, Denver, CO 80202

Covered by Flex Pro

Cancel by 12:00pm MDT on Mar 28, 2023  
and get a full refund.\*

#### Trip Details

Nights:	1
Guests:	2
Confirmation #:	92628284
Booked by:	John Smith