cornerstone

Scaling Travel Operations With Cornerstone's Automation

___

navan

The Navan Advantage

Navan successfully scaled its travel operations without increasing overhead

Customer Snapshot

Navan, the leading all-in-one business travel and expense management solution that makes travel easy for frequent travelers, integrates traditional TMC services—like policy enforcement and traveler support—with the self-service functionality of an advanced OBT. The company provides corporate and leisure travelers with a seamless, time-saving, and automated travel experience. They offer integrated travel booking, expense management, and real-time support in a single, intuitive platform.

Challenge: Overcoming Manual Bottlenecks In Travel Operations

Navan entered the market as a fully automated, touchless OBT. However, as their user base expanded, they quickly realized the necessity of automation in ticketing and quality control (QC) workflows to scale for increasing demand. Their initial reliance on basic automation tools, like script keys and quick keys to manage ticketing and schedule changes, still required human oversight, making scaling difficult and increasing the risk of errors and the cost of doing business.

Challenges Faced:

- Manual QC and ticketing workflows created bottlenecks, leading to inefficiencies and delays.
- Schedule changes were handled manually, disrupting travelers and adding operational strain.
- Without automation, scaling operations would have required significant staffing increases and higher costs.
- As a new entrant, the market demanded a positive, streamlined customer experience.

Solution

Implementing Scalable Automation With Cornerstone

Several members of Navan's Travel Operations leadership team had previously used Cornerstone's platform in past roles. They recognized its ability to handle complex booking infrastructure and support large-scale operations. Having already experienced the platform's automation benefits, they considered adopting a similar solution at Navan, aiming for seamless integration with their new tech stack while ensuring continued operational efficiency.

With Cornerstone, Navan achieved nearly end-to-end automation, streamlining workflows and reducing manual intervention without increasing overhead. This eliminated repetitive tasks, improved accuracy, and ensured that travelers had a positive booking experience and virtually no missed ticketing.

Solutions Implemented:

- **iQCX (Workflow Automation)**
  Simplified QC and ticketing, automating manual, redundant tasks to reduce processing time and improve accuracy.

- **Schedule Change Manager (SCM)**
  Ensured fast, automated schedule change processing, minimizing traveler disruptions and enhancing service performance.

Results

Measurable Impact And Operational Gains

Navan's adoption of Cornerstone's Travel Operations solutions delivered significant improvements:

- **Reduced overhead costs** by eliminating the need for additional staffing.
- **Optimized ticketing and QC workflows**, reducing human error and processing times.
- **Handled schedule changes instantly**, reducing response times from minutes to seconds.
- **Achieved a high automation rate in ticketing workflows**, ensuring smooth traveler experiences.

Navan Can Scale Faster For The Future

Navan has built a scalable, automation-driven travel operations model with Cornerstone, helping to support long-term growth and operations excellence. By leveraging automation, Navan reduced costs, enhanced the customer booking experience, and maintained their focus on sustained expansion.

"Cornerstone has made life significantly easier for our team by providing the scalability and efficiency that our old platform lacked. As we continued our rapid global expansion and sought access to new content, our previous solution struggled to keep up. With Cornerstone, we've been able to seamlessly integrate new content, automate complex booking processes, and support the exceptional experience our customers expect."

Kyle Grubbs
Director, Travel Operations

"Cornerstone truly understands the complexities of the travel industry and has helped us remain agile across everything from booking to operations and reporting. Their travel operations solution has streamlined our mid office processes, enabling us to deliver a consistently high-quality experience for our customers."

Sangeeta Murali
Vice President, Travel Operations

Navan's innovative travel solutions and Cornerstone's robust automation capabilities have together created an industry-leading travel operations model. This partnership demonstrates how cutting-edge technology can redefine travel management—delivering reliability, simplicity, and a best-in-class traveler experience.

Learn more about Navan's all-in-one travel and expense solutions at **navan.com**.

Discover how Cornerstone's **Travel Operations platform** can help your business achieve similar results.

SCHEDULE A DEMO **LEARN MORE**

Contact Us

sales@ciswired.com

©Cornerstone Information Systems 2025

🌐 **www.ciswired.com**

in **@cornerstone information systems**

📞 +1 (812) 330 4361

📍 304 W Kirkwood Ave, Suite 101 Bloomington, IN 47404