Happay's Tailored Solutions for InterGlobe's T&E Transformation

About Company

InterGlobe Air Transport Ltd. (IGAT) is a leading airline and travel management company, providing diverse expertise across passenger and cargo sales. Incorporated in 1989 and headquartered in Gurugram, IGAT represents some of the world's largest airlines in India, a car rental company, and a leading hotel booking site. It is present across 30+ cities in India with overseas offices in the UK, the UAE, and Qatar.

G. Arvind, Chief Financial Officer

Happay transformed our expense management during the critical period of Covid-19, automating our processes and driving significant cost savings. We found a technology platform that was a perfect fit for an Indian enterprise like ours, and the platform's scalability seamlessly supported our large workforce . We're extremely satisfied with how Happay streamlined our operations.

The Happay Difference

Paperless

Reduced the need for storing physical invoices for employee reimbursements, which reduced storage requirements and simplified audit processes

Automation

Transitioned from manual invoicing to fully automated expense tracking and approval workflows thereby improving compliance

ESAT

The app improved transparency and ease of tracking expenses, enabling faster reimbursements and leading to higher employee satisfaction

Product Highlights

- OCR
- SmartAudit
- ApprovNow
- Invoice Repository

Before Happay

Manual Processes

> InterGlobe faced significant issues with our traditional expense management system, which relied on **passing original invoices through couriers**. These invoices were **frequently misplaced, and tracking them for accounting purposes was cumbersome**.

Inefficient Documentation

> Storing physical invoices posed a **challenge for long-term audits, resulting in additional costs and manual effort**.

Time-Consuming Approvals

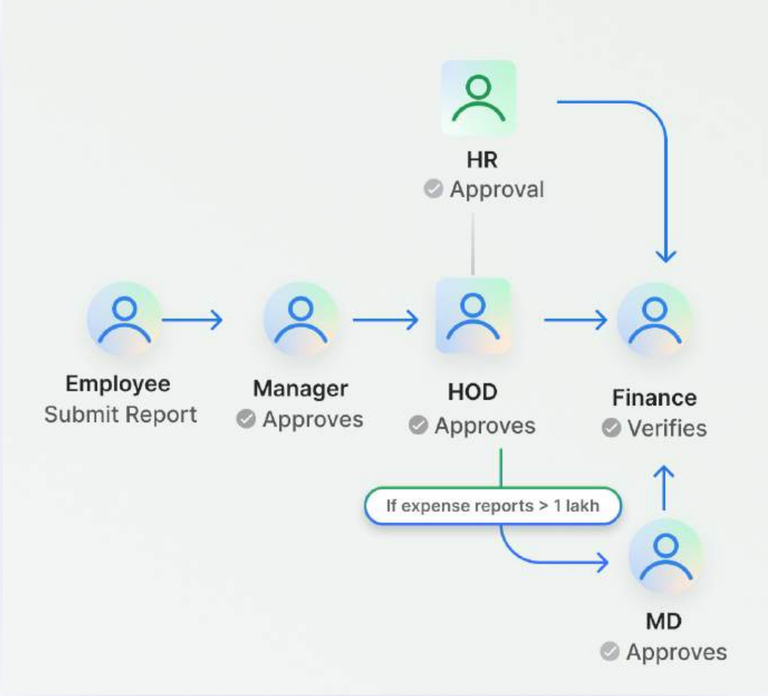
> Without automation, the approval process for travel and expense management required **constant follow-up, wasting valuable time and resources**.

After Happay

Enhanced Operational Efficiency

1. Happay's mobile app enabled **employees to capture and submit expenses digitally, eliminating the need for physical invoices and couriers**. This saved significant time and reduced the chances of lost or misplaced documents
2. Happay's automated approval system streamlined the entire process. **Expenses were routed to the appropriate approvers without manual intervention**, **drastically reducing delays and improving turnaround times**.
3. Employees no longer had to wait weeks for reimbursements. With Happay's automation, **the reimbursement cycle shortened from weeks to days, improving financial liquidity for employees and reducing administrative delays.**

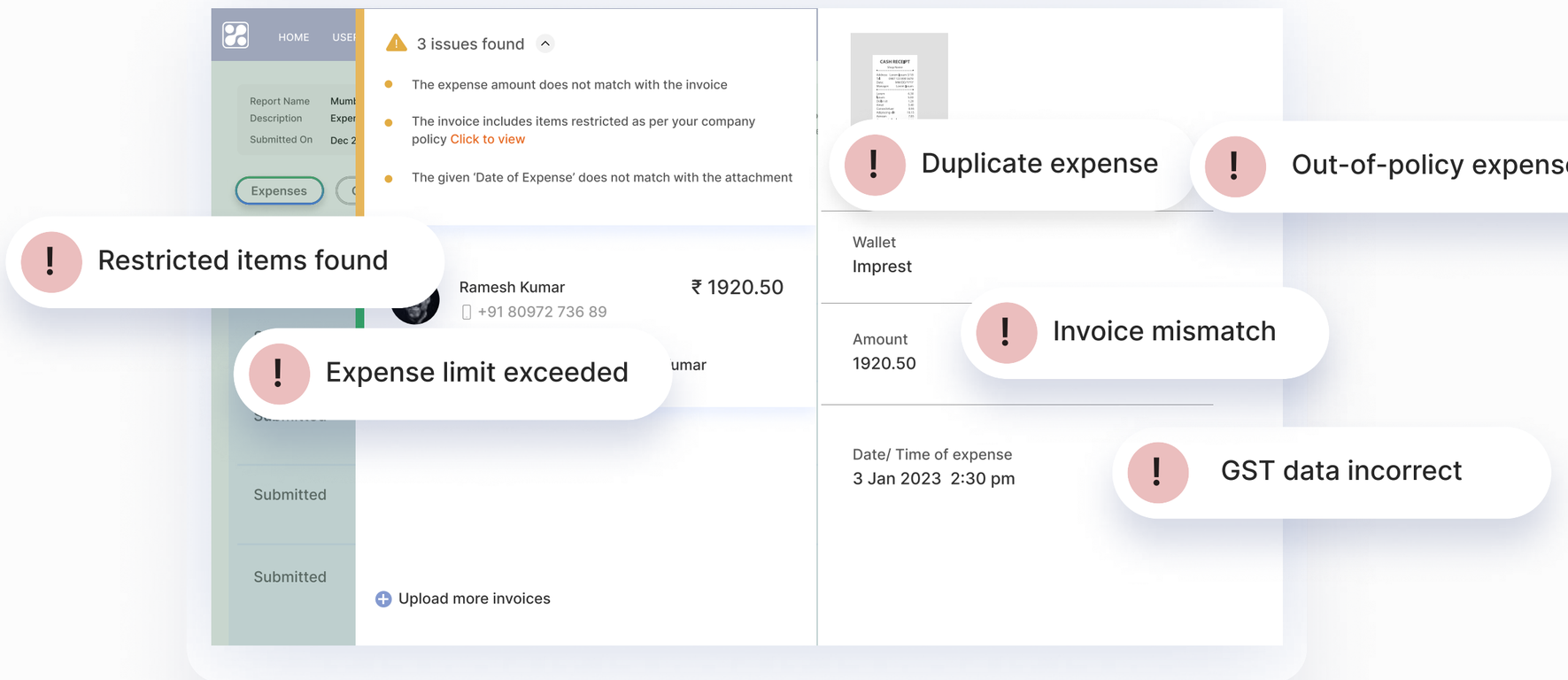
Employees scanned their bills, and Happay automatically captured the expenses without errors, ensuring easy and accurate filing in seconds.



Based on set criteria, expenses were routed and sent to necessary stakeholders automatically without any manual intervention, ensuring the fastest approval cycles.

Cost Savings and Resource Optimization

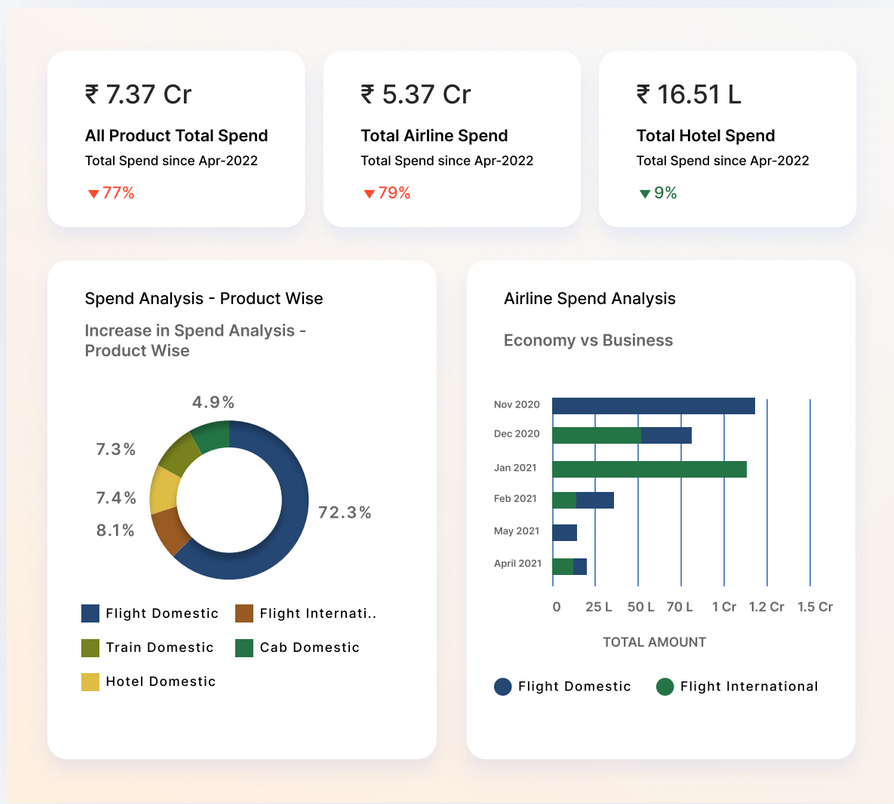
1. By automating expense verification and approvals, Happay enabled InterGlobe to manage its expense processes without the need for additional finance resources, **delivering notable cost savings.**
2. **Going digital eliminated the need for physical invoices and courier services, reducing operational overheads.**
3. Happay's SmartAudit feature **flagged duplicate claims, out-of-policy expenses, and fraud, minimizing financial errors and unnecessary payouts.**



Happay's SmartAudit automatically flags violations based on the policies set up by Interglobe.

Improved Compliance and Transparency

1. Happay's compliance features ensured strict adherence to company policies by **flagging violations in real-time, maintaining 100% compliance.**
2. Employees and managers gained **full visibility into claims, tracking submissions and approvals, reducing follow-ups and increasing transparency.**
3. Advanced reporting offered insights into expense patterns, enabling InterGlobe to **identify cost-saving opportunities and optimize spending decisions.**



Auto-generated reports + custom reports helped Interglobe save money in their employee expense management.

Trusted by Interglobe and 8000+ companies