

Case Study

Indiabulls Achieves **100%** T&E
Centralization and Eliminates
Fragmented Bookings with TripGain



Region: India

Headquarters: Gurugram, India

Company Size: Large Enterprise

Employee Size: 10,000+

Industry: Financial Services /
Diversified Enterprise

Website:
<https://www.indiabulls.com>

About Indiabulls

Indiabulls is a prominent Indian conglomerate with diverse business interests across financial services, housing finance, and real estate. With operations spread across the country, their teams require frequent corporate travel. Managing this vast travel requirement effectively is critical to maintaining operational efficiency, ensuring compliance, and controlling corporate expenditures across multiple business units.

The Challenge

Managing travel across multiple offline agencies and consumer portals created severe operational friction. The administration lacked a centralized booking procedure, leading to siloed authorizations, zero spend visibility, and a complete inability to track historical T&E data for future cost optimization.

Existing Approach



Fragmented Booking Channels:

Indiabulls relied heavily on a scattered mix of offline travel agencies and legacy Indian direct consumer portals.



Unstructured Policy Enforcement:

There was no defined, unified procedure for travel bookings. Employees had the freedom to book direct flights or use portals at their own discretion.



Siloed Authorizations:

Travel approvals were managed in isolated workflows. Employees booked travel based on their individual authority limits, leading to a disorganized environment.



Lack of Spend Visibility:

Because bookings lived across different offline and online vendors, the organization lacked a single source of truth for tracking department-wise travel expenditures.



Zero Historical Data Baseline:

The absence of a centralized system meant the administration had no aggregated historical data to analyze spending patterns or negotiate better corporate rates.



Manual Tracking and Reporting:

Without an automated platform, tracking whether a flight was confirmed, cancelled, or rolled back required constant manual follow-ups with different agents.

Results

100%

T&E Centralization: Moved entirely from unorganized, multi-vendor bookings to a single platform

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Offline Dependencies: Completely eliminated reliance on scattered offline agencies and external OTAs

10/10

Recommendation Rating: Highly endorsed by leadership for bringing order to corporate travel

100%

Data Visibility: Comprehensive tracking of confirmed, cancelled, and rolled-back bookings

TripGain's Solution

Centralized Booking Portal:



Replaced the scattered offline agency and legacy b2b direct booking portal workflows with a single, consolidated corporate travel platform, enforcing a unified company-wide procedure.

Comprehensive Activity Tracker:



Brought every flight and hotel booking under one roof, providing an automatic, real-time tracking system for all travel activities across the organization.

Establishing Baseline Data:



By routing all bookings through TripGain, Indiabulls is now successfully fetching and aggregating T&E data, laying the crucial foundation for future cost analysis and expense optimization.

Agile Product Support & Custom Reporting:



TripGain's product team works closely with Indiabulls to iterate on features, ensuring offline downloadable reports perfectly match on-screen tracking statuses (Confirmed, Rolled Back, Cancelled) for seamless finance reconciliation.



Earlier we were doing it through an offline company and direct legacy portal. There was not any defined centralized procedure, where people booked direct flights or through portals based on their own authority. Now, we have a centralized portal and everything is tracked. It's a fantastic product. I will definitely recommend it to my colleagues and past connections in other companies.

Ravinder Kumar

Admin & Finance, Indiabulls





About TripGain

TripGain is an AI-powered corporate travel and expense platform that unifies booking, approvals, policy enforcement, and analytics on a single screen. By aggregating multiple suppliers instead of locking customers into one OTA, TripGain helps organizations like Indiabulls gain control over total travel spend, improve policy compliance, and deliver a smoother traveler experience.

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