

Case Study

Great Lakes Gains **60% Faster**
Approvals and Centralized
Spend Visibility after Moving
from MakeMyTrip to TripGain

Region: India

Headquarters: Chennai, India

Company Size: Mid-Sized
Educational Institution

Industry: Higher Education /
Management Studies

Website:
<https://www.greatlakes.edu.in>

About Great Lakes

Great Lakes Institute of Management is a premier private business school with campuses in Chennai and Gurgaon, known for its industry-linked MBA and executive programs.

With frequent travel for faculty, visiting speakers, and administrators, the Administration team manages a high volume of flight and hotel bookings throughout the year.

The Challenge

The combination of MakeMyTrip- and vendor-driven bookings with email as the primary workflow channel created operational friction and blurred visibility into travel expenses.

Great Lakes needed a centralized travel platform that could replace scattered email threads, provide real-time, department-wise spend visibility, and reduce dependence on individual vendors while still accessing competitive fares.

Existing Approach



Multiple Vendors and MakeMyTrip Dependency

Employees were using multiple platforms (MakeMyTrip, Booking.com) for different travel needs, creating inconsistency and lack of centralized control



Email-Heavy, Manual Booking Process

Travel aggregators like MakeMyTrip only showed their own partner hotels, limiting price comparison and optimal booking choices



No Single Source of Truth for Spend

CEOs and senior managers had to log into multiple systems (Zoho, travel portals) to approve travel requests, creating approval delays



Limited Control Compared to Platform Capabilities

Travel portals charged ₹100-150 per flight booking in convenience fees, significantly inflating travel costs



Slow Approvals and Follow-Ups

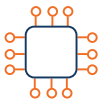
Previously used vendors didn't integrate corporate-negotiated hotel rates, forcing manual processes and missed savings opportunities

TripGain's Solution



Unified Platform Replacing Vendor-First Workflows

TripGain became the single system of record for all official travel, consolidating what was earlier managed across MakeMyTrip and other vendors into one interface with structured requests and approvals.



Roadmap for Traveler Convenience (Web Check-in & Digi Yatra)

Planned features such as automatic web check-in reminders and one-click boarding-pass sharing to Digi Yatra are designed to match or surpass airline and MakeMyTrip app conveniences while keeping all activity inside a corporate-controlled platform.



Centralized, Granular Visibility of Spend

Admin and finance teams now see total and department-wise travelspend, trip counts, and average cost per trip from a single dashboard, aligning with best-practice T&E KPIs.



Competitive Inventory without Single-Vendor Lock-In

TripGain aggregates content from multiple suppliers rather than locking Great Lakes into a single OTA, allowing better price discovery than relying only on MakeMyTrip or any one provider.



Early-Access Partnership with Product Team

By joining TripGain's early-access customer group, Great Lakes influences the roadmap directly, ensuring new capabilities around integrations and reporting reflect real on-ground needs in higher education administration.



Streamlined Approval Flows with Fewer Emails

Configurable multi-level approvals are routed automatically inside TripGain, cutting out long email threads and giving approvers a clear queue of pending requests.



Earlier we depended heavily on MakeMyTrip and other agencies over email, which meant multiple mails for every booking and almost no consolidated visibility of how much each department was spending. TripGain has brought everything into one place—from requests and approvals to reports—so our approvals are quicker, follow-ups are minimal, and we finally have a clear view of travel spend across the institute.

Col. Ranjan

Director – Administration, Great Lakes Institute of Management



60%

Approval turnaround time
faster vs earlier email-led,
vendor-driven process

100%

Visibility into travel spend
department-wise visibility from a
single reporting console

Dependence on single vendor (e.g., MMT)
Majority of official travel shifted
from MakeMyTrip/email to TripGain hub

70%

Manual email follow-ups per trip
reduction as status tracking
moves into TripGain

50%

Admin time spent per booking
reduction due to structured
workflows and centralized inventory

Ability to benchmark and control costs
Admin and finance teams can track total spend, average
cost per trip, and savings opportunities using
standardized KPIs.



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 Great Lakes gain control over total travel spend, improve policy compliance, and deliver a smoother traveler experience.

Talk to an Expert