



CASE STUDY – A FOCUS ON FINANCIAL EFFICIENCY:

How Tripadvisor Became Scalable with OneSource Virtual’s AP Automation

CUSTOMER PROFILE

Tripadvisor, headquartered in Needham, MA, is the world’s largest travel website enabling travelers to plan the perfect trip. With more than 600 million reviews about the world’s largest selection of accommodations, airlines, experiences and restaurants, Tripadvisor provides travelers with the wisdom to: Know better. Book better. Go better.

SERVICES PROVIDED

- Managed AP Services and Invoice Processing

CUSTOMER NEED(S)



Existing system compatibility



Easy implementation



Enhancement to company’s processes

BENEFITS

- Accurate and timely invoice processing for over 3,000 invoices per month
- Empowered employees to focus on higher level tasks rather than day-to-day data entry
- Allowed Tripadvisor to become more scalable across departments and as an organization
- Gained efficiency internally and externally with clear and quick customer support.



Tripadvisor, the world’s largest travel website, empowers travelers with the wisdom to map out the perfect trip, from where to sleep, how to fly, where to dine and much more. Always striving to be efficient in its processes across accounting and operations, Tripadvisor needed a partner to help them map out a solution to achieve their goal to be efficient and scalable.

“We were never looking to completely replace or outsource our AP,” says Director of Accounting Operations Scott Garner. “We were simply looking for a way to delay the next hire so our AP team could focus on strategic and analytical tasks.”

With a need to decrease administrative labor from their accounting department, Tripadvisor chose to outsource their accounts payable services to OneSource Virtual (OSV).

A NATURAL FIT

The decision to sign with OSV came as a result of careful research and a clear vision for what their ideal solution would look like.

“We wanted something that was easy to implement,” Garner says. “We also needed something that was already compatible with our Workday tenant, that didn’t require a lot of customizations and would be an enhancement to our processes.”

As they considered their options, a couple of concerns stood out. Any new partnership would have to be competitive with regard to its pricing and services, and it would have to be secure.

A NATURAL FIT – CONTINUED

“I had concerns about information security, as we were opening our Workday tenant to an external party, and we do have an international presence. We needed to make sure our new partner could handle the different complexities of taxes in different jurisdictions as well as paying and processing invoices in different currencies,” Garner says. “And, I was concerned with the general change to our process. Would we see the benefits of this new integration and how would it affect us?”

“What we discovered,” he adds, “is that OSV checked all of our boxes right away. Everything was very competitive, from the pricing range to the implementation as it was described to us, and they confirmed that we could do it ourselves. The natural fit between OSV and Tripadvisor’s processes made so much sense that there was no reason not to do it.”

THE ROADMAP TO MANAGED AP AUTOMATION WITH OSV

With a four-month deployment period from contract to go live, Tripadvisor was able to work side-by-side with OSV to implement their new service.

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Garner further explained how OSV conducted weekly meetings to check on the progress they were making, not just from an outsourcing standpoint but an internal one as well. “The project team at OSV was well organized, very thorough and worked with us at all times to make sure everyone knew where things stood throughout the whole implementation. It was very well executed,” he says.

50+ HOURS SAVED per week on routine data entry with OSV’s AP Automation for Tripadvisor



Because of OSV’s AP Automation for Tripadvisor, four full-time employees each had 30% of their time freed up to focus on high-value tasks.

Even more so, OSV communicated promptly on when they would need to work within Tripadvisor’s Workday tenant, meeting Garner’s desire for a partner that would take information security seriously.

“OSV was very clear about when they needed access to our Workday tenant and for how long,” he says, “Their professional courtesy satisfied our SOC requirements.”

YIELDING RESULTS FROM INNOVATIVE AP AUTOMATION AND CODING

When Tripadvisor went live on June 2017, they set up a process to check every invoice that OSV handled to make sure the expense coding was proper, the currency was accurate and that all the different data points of an invoice were coming into Workday.

But within a short period of time, they were able to roll this process back as they weren’t finding any issues.

“There is no back and forth to get a problem solved,” he says. “It has been terrific.”





BUILDING TOWARDS A BRIGHTER FUTURE

Without a doubt, Tripadvisor's partnership with Workday and OneSource Virtual has propelled them toward a brighter future, allowing them to hone in on more strategic business practices.

"This partnership has allowed us to turn our invoices around much quicker, freed our resources up to do more analysis work and allowed us to place more focus on the month end close and accruals," Garner says.

"We have four people in our AP department. Thirty percent of their time was spent on routine data entry. Now, our AP team can focus more on high-level tasks such as account reconciliation, investigating payment issues, FPA, etc."

SCOTT GARNER

Director of Accounting Operations

Currently, OSV processes 3,000 invoices per month for Tripadvisor. However, with the new enhanced, automated coding system in play, Tripadvisor estimates they can handle a volume of 5,000 invoices per month without hiring any additional help.

"With our enhanced process, we are more scalable for growth within our company," Garner says. "It's very important that we have processes that scale with the growth of our company, and we are glad OSV has allowed us to do just that."