

CUSTOMER STORY



How Turo Improves Financial Oversight at Scale

As the company scales its global operations and enhances corporate governance, its finance team needed a way to strengthen financial controls, improve visibility, and detect issues earlier without slowing down the business.



The Challenge: Managing Financial Risk in a High-Volume Environment

Turo, the world's largest car-sharing marketplace, processes millions of transactions every month across a two-sided marketplace connecting vehicle owners and guests.

This scale creates significant operational complexity. As the late-stage private company matures its financial infrastructure, the need for strong internal controls and accurate reporting has increased.

The revenue accounting team faced several challenges. High transaction volume made manual review impractical, and issues often surfaced late during audits. At the same time, new product features introduced accounting edge cases and customer service adjustments across a large number of reservations created additional risk.

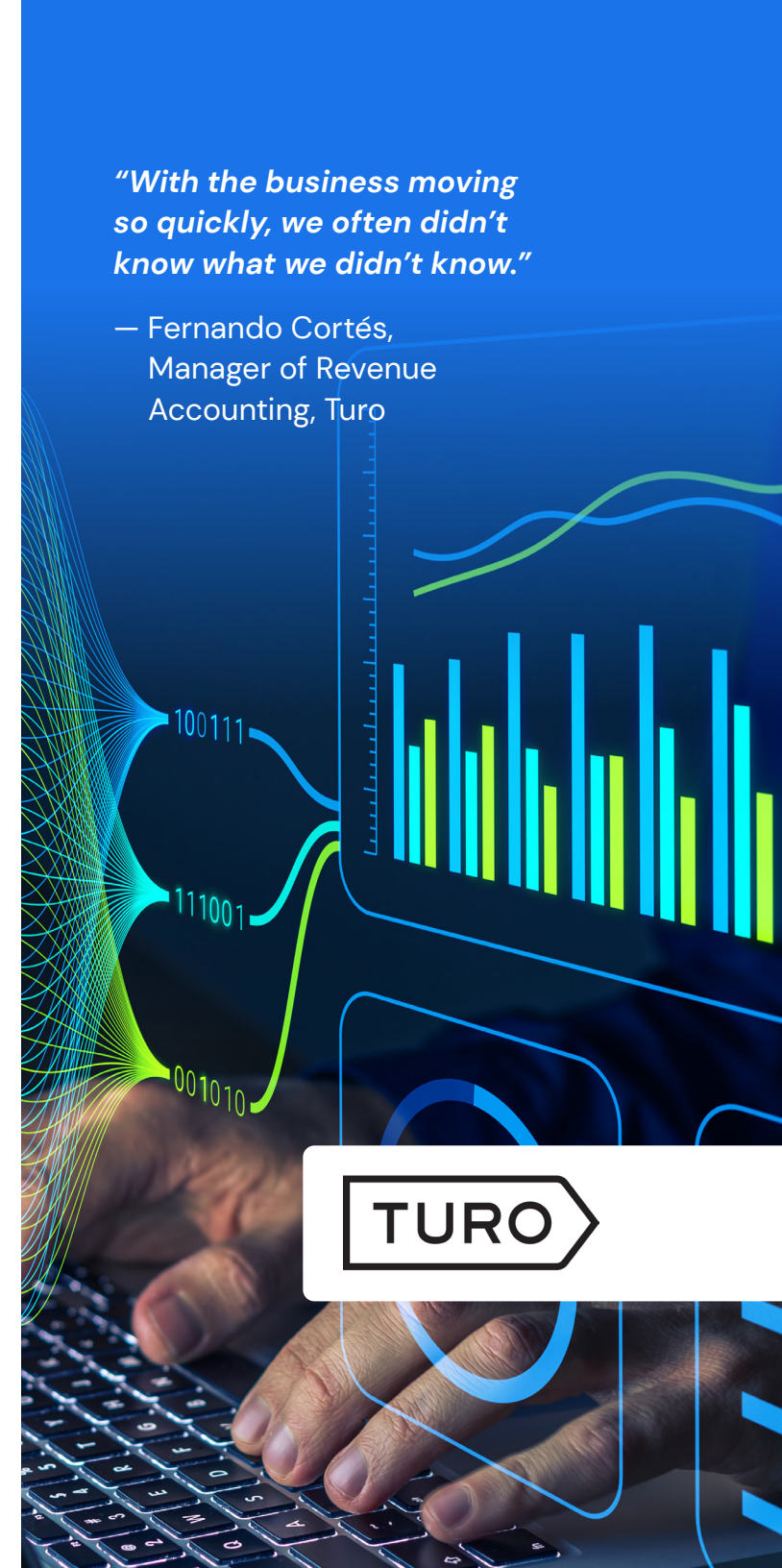
The team sought to increase the granularity of their review process to match the accelerating pace of new product launches. They needed a way to detect issues earlier and strengthen financial controls across their growing transaction volume.

"We have millions of transactions and don't have the time to dig into each one to identify issues."

— Fernando Cortés

"With the business moving so quickly, we often didn't know what we didn't know."

— Fernando Cortés,
Manager of Revenue
Accounting, Turo





Real-World Example: Catching Issues Early

When Turo introduced non-refundable trips for the first time, initial testing showed everything working as expected. MindBridge AI quickly identified a small subset of transactions where revenue recognition was processed incorrectly. Although a small number of transactions were affected, the platform's scale meant the potential impact could grow rapidly. Early detection allowed the team to pinpoint the affected transactions, quantify the financial impact and work with engineering to resolve the issue before it became material.

The Solution:

Using AI to Detect Financial Anomalies

Turo implemented MindBridge AI to analyze financial revenue transactions and flag anomalies across the full dataset, not just samples.

Unlike LLMs and traditional analytics tools, MindBridge AI is designed specifically for finance teams, enabling accountants to use AI without relying on data science resources.

Today, the team analyzes millions of rows of data each month as part of their close process and can quickly identify high-risk transactions. The insights generated by MindBridge AI provide early warning signals into the company's financial health. Turo has moved from reactive to proactive by catching potential revenue recognition issues, customer service errors, and accounting inconsistencies in new product launches.

***"MindBridge was built for finance professionals.
We don't need a data science team to maintain it."***

— Fernando Cortés

The Outcome:

From Hidden Issues to Proactive Insight

In less than three months, Turo has improved financial oversight across its marketplace transactions.

By analyzing millions of transactions each month, the team has identified numerous financial and operational insights that would have otherwise gone undetected.

These findings have translated into substantial operational efficiencies and revenue integrity improvements, spanning both revenue recognition and operational issues such as overpayments or incorrect adjustments.

The team can quickly identify high-risk activity, understand the root cause, and take action. This has improved the accuracy of financial reporting while also uncovering operational issues that impact their guests and hosts. They now have a more proactive, risk-focused approach that keeps pace with the scale and speed of the business.

“MindBridge allows us to move quickly as a business without sacrificing accuracy or financial controls.”

— Fernando Cortés

As Turo continues scaling globally and enhance its financial operations and control environment, AI-driven financial oversight will remain a critical component.





Looking ahead

If you are looking for new ways of doing business and leveraging technology to improve how you conduct complex audits, reach out to the MindBridge AI team today.

Contact us at hello@mindbridge.ai or [book a demo](#).

