



Travel

Microsoft D365 Solution for Travel

Travel Finance & Mid-Office Solution built on Microsoft Dynamics

Simply Transaction Level Tracking

Overview

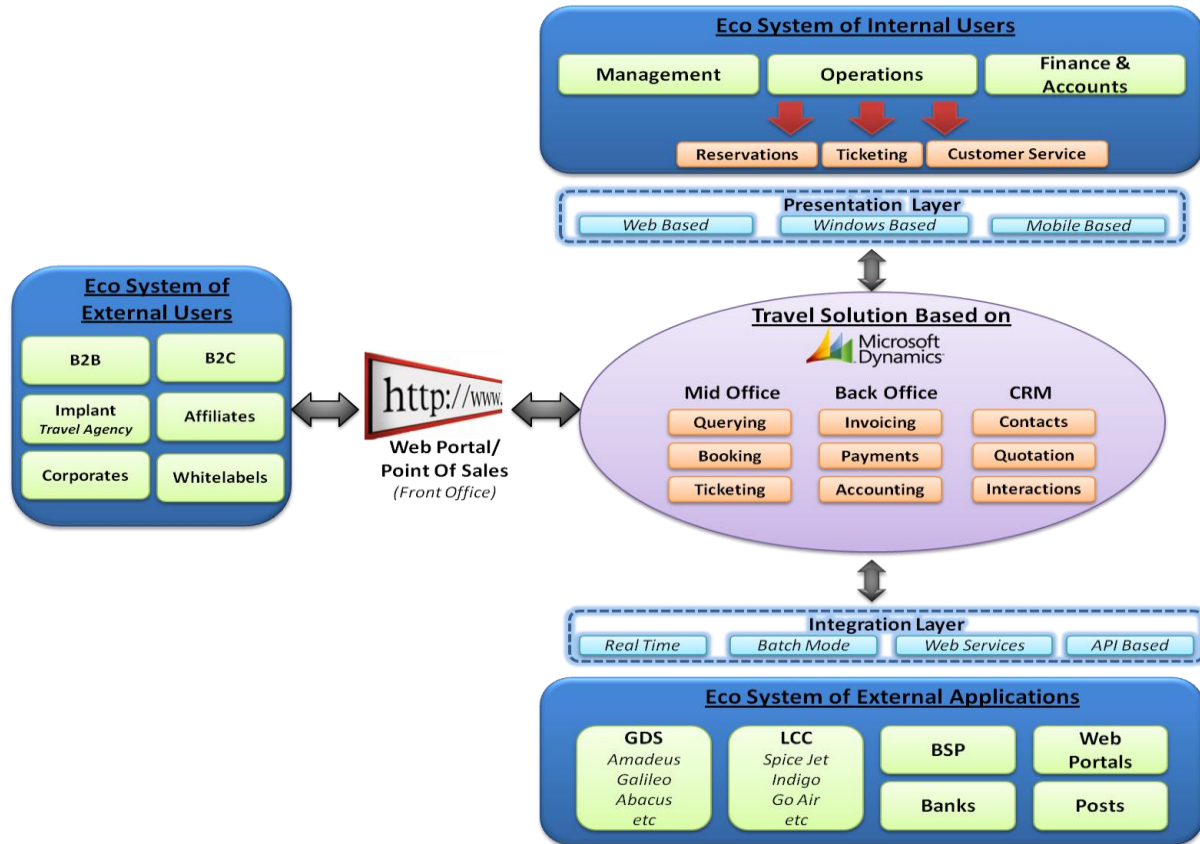
The Travel and Tourism industry in India has been growing at a steady rate - owing to the economic growth and increasingly higher percentage of disposable income being spent on travel. A significant shift is also happening in the recent years with travel planning & purchasing process (*including airfares, hotels, car rentals, etc.*) shifting from traditional brick and mortar travel agents to self-service online portals.

With increase in transaction volumes, the travel companies need to lay higher emphasis on ensuring speed of service, accurate error free execution, and at the same time continue enhancing their bouquet of services to become one-stop shops for planning, customizing & buying travel solutions.

Reducing commissions, increasing overhead costs, stiff competition to acquire new customers & low loyalty of online customers – increase pressure on both demand side as well as the supply side

Operational challenges get compounded with increase in the transaction volumes:

- Immense time and manual effort needed in **collation & reconciliation** of information from multiple systems (BSP & LCC Reconciliation)
- Lack of record keeping & **tracking of commissions received from airlines** – impacting operational profitability
- Individual dependent **Enquiry management** leads to inefficient tracking of leads and opportunities loss
- **Lack of centralized system** and unavailability of real-time information can result in varying commitments by different agents for similar enquiries, leading to inconsistency in service level commitments
- Improper **tracking of advances paid** to suppliers and inability to trace refunds in case of cancellations leading to revenue loss and higher costs
- Lack of sufficient automation makes **controlling payments** made to airlines or suppliers difficult thus impacting cash flow and increases reconciliation overheads.
- **Delayed response to customer's needs** due to lack of integrated travel and non-travel information.
- **Need to relate more effectively to customers** - Expectation of superior service and positive travel experience at all touch points, from online experience to agent interface and customer service



Alletec solution for the Travel industry is based on Microsoft Dynamics platform and addresses the aforesaid business pains. The solution has a browser based interface that integrates the website or point of sales with financials and other operations for timely customer need fulfillment. The solution pulls data from the website in real time and provides centralized database for online & offline transactions. Some of the **key highlights** of the Alletec Travel Solution include:

- Integrations with diverse external systems – all major GDS (Abacus, Galileo, Amadeus, etc), non GDS Airlines, Low Cost Carriers (LCC), Payment Gateways (VISA, MasterCard, AmEx, etc), Postal Services (FedEx, Blue Dart, etc), and Mass Mailing Applications
- System allows for managing 'Dynamic Packaging' – a method used in packaged holiday bookings (*packages customized by the customers to include choice of mode of transport, tickets, accommodation, car rentals, etc*)
- Inter branch operations handling & systematic recording of financial statements
- Integration with CRM solution for efficient Sales, Marketing and Service Management along with end-to-end customer & payments follow ups
- Reconciliation available with all major Banks & Payment Gateways for reconciling payments and supplier statements extended to BSP, LCC, Hotels, VISA, Insurance & other travel products
- Calculation and reporting of profit or bonus earned for every air ticket sold is made easy with the Alletec Travel solution via its Performance Linked Bonus (PLB) reporting feature
- 3D Charting and Reporting available along with comprehensive & top level view of all order bookings under one query number

The Seamless Approach

Operational efficiencies in Travel industry can be attained through seamless integration of **Front** (*Website*), **Mid** (*Querying & Ticketing*) and **Back** (*Financial Accounting & Reconciliations*) office. Alletec Travel Solution facilitates this integration flawlessly and includes following modules / functionalities:

- Financial Management
- Managing Travel Products like Air, Rail, Bus, Cruise, Car, Hotel, Insurance, VISA, Passport & Travel & Tour Packages
- Contact Management
- Booking | Re-Booking Management
- Refund Management
- Credit Management
- Promotions | E-Coupons Management
- Dispatch Management
- Quality Control
- Queues Management
- Supplier / Vendor Management
- Voucher Management
- Deal Management
- Charge Back Management
- Cash Back Management
- Discount Management
- Exception Handling
- Complaint Management

Solution Pay-Off

- **Better access & connectivity** possible due to integration of solution with the systems of diverse **External Entities** – GDS, Airlines, Banks, Payment Gateways, etc.
- **Increased process efficiencies** due to integration of Point of Sales with Financials and Back-office operations
- **Better view** of Customer Information, Bookings, Ticketing, Supplier Aging & Payment Controls, Sales Agent Performance and organizations' Financial Health with access to numerous reports
- **Faster turnaround time** with efficient management of various **travel products** (Air, Hotel, Car, Bus, Insurance, VISA, Cruise, Foreign Rail, Indian Rail, etc) bookings **under one query number**
- **Reduced Opportunity leaks** as all enquiries are recorded centrally in the system with access to comprehensive customer related information about quotes, orders & invoices. **Enables verify product availability** and identify cross- selling & up- selling opportunities
- **Enhanced customer satisfaction** by providing convenience with flexible **payment options** (Partial, Cash, Credit Card, Net Banking...)
- **Minimal possibility for fraud** with strong internal controls & **compliance** with applicable laws and regulations
- **Controlled Credit Card frauds** in online business with secured payment procedures
- **Reach out to different customers & suppliers** across the world with Multi- Currency monetary transaction option

Solution Extensions

Alletec provides industry-specific applications and custom extensions to help businesses accelerate and extend their ERP solutions.

- **Customer Relationship Management Solutions** – Microsoft Dynamics CRM improves new customer acquisition rate for increased revenue, while forming tighter bonds with existing ones. This is facilitated through automation of sales, marketing and services functionality
- **Collaboration Solutions** – Microsoft SharePoint makes it easier for people to work together by providing a common collaboration platform. It simplifies Enterprise Content Management, streamlines Project Management and improves Report Sharing by giving need based access to databases, reports, and business applications
- **Business Intelligence Solutions** – Alletec BI Solutions drive better and informed business decisions through query and reporting, online analytical processing (OLAP), statistical analysis, forecasting and data mining