

TravelOperations

Travel Business Transformation Assessment

Objectives

Goal

- Develop a business focused strategy and roadmap for your travel business

Outcomes

- Achieve goals and solve pains by providing a individualized roadmap and an outline for a future setup for your travel agency

Involvement

- Management and IT

Day 1

- Introduction and Overview
- Management: Identify and assess the goals and pains within your travel business
- Process Owners: Business Process Walkthrough and Application Mapping

Day 2

- Reflection on Day One
- IT: Identify and assess the goals and pains of the landscape
- Process Owners: Deep dives into Key Processes and goal alignment
- Wrap Up

Day One – How does it look like?

Time	Content
09:00 – 10:00	Introduction and presentation of all participants
10:00 – 10:15	Break
10:15 – 12:00	Identification of business goals, objectives, pains and relevant KPI's (Management)
12:00 – 13:00	Lunch
13:00 – 16:00	Business Process Walkthrough and Application Mapping (Process Owners)

Goal:

Ensure that the roadmap and future Application Landscape supports the goals and objectives of your travel business as well as addresses the biggest business pains.

Outcome:

Identification of mayor pains and their causes as well as future goals for your travel agency. The participants will understand how their Business Processes interact with the Application Landscape and where there is a gap for improvement.

Involvement:

End-to-end Business Processes.

Day Two – How does it look like?

Time	Content
09:00 – 12:00	IT landscape and Application Walkthrough including goals and pains (IT)
12:00 – 13:00	Lunch
13:00 – 15:00	Deep Dives into Key Processes including possible demonstrations (Process Owners)
15:00 – 16:00	Wrap Up, Conclusion and Next steps

Goal:

Solving identified key pains by using matching applications and making the overall business more efficient and applicable to the travel industry.

Outcome:

Identify all the dependencies, integrations and pains of the Application Landscape and align them with the overall business goals of your travel agency.

Involvement:

Entire IT Application Landscape.

What do we need from you?



List of current IT Applications

(including spreadsheet, access database etc.)



Process Overviews



Business and IT goals and pains



Reports

What do you get from us?

- Application Landscape tailored to the needs of your travel agency
- High Level Process Overview tailored to your business goals
- IT roadmap
- High Level Project Estimate
- High Level Statement of Work
- Project Plan