

TravelOperations

TravelOperations White Paper

EMERGING TRENDS IN THE TRAVEL INDUSTRY



The global airline industry's capacity is expected to grow by

6%

In 2018.¹

1 in 10

Jobs worldwide are in travel and tourism which results in an estimated GDP value of

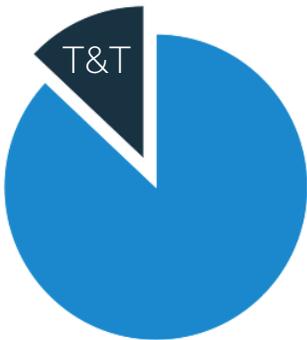
US\$7.6

trillion⁴

The market share of online travel agencies will double by

2020

In the US.²



Over 10% of global GDP.³

Only

6.2%

of all business travel agencies use big data efficiently.⁵

Sources:

1. Crucial Perspective, 2017
2. Phocuswright, 2017
3. WTTC, 2017
4. WTTC, 2017
5. Eye for travel, 2017

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Travel Industry and a look at the data

Whether it is a faster response time, more individuality or exceptional customer service – Travel agents are expected to show the most valuable service ever while fighting the increasing competition and decreasing margins within the Travel Industry.

To stay ahead of the competition, travel agencies require efficiency in their operations and must continually maintain a well-structured Back- and Mid-office to do business the best way possible.

The Travel & Tourism industry has experienced a constant growth throughout the last years. The sector continuously contributes to an economic development and creates jobs throughout the world. Nevertheless, the way travel business has been done has changed due to technological innovations, shifts in the global economy and political developments.

Only those players in the travel industry who are able to react to these changing expectations with speed and creativity are likely to be part of the expected growth and the billions of additional dollars spent throughout the next years.

Satisfying the demand for personalized travel experiences, on-demand services and affordable prices, while working with a variety of suppliers in the fragmented travel landscape is the daily business of every travel agency. Whether you are focused on Corporate, Leisure or Online Travel.

That is why an efficient and effective software solution which supports the daily business and contributes to ensuring customer value, is more essential than ever before. But first of all the travel agency needs to know what kind of customer experience it wants to deliver to then find a technology solution which is best suited to support their strategy and vision.

TravelOperations for Microsoft Dynamics 365

TravelOperations helps travel agencies digitalize and improve their business, delivering full Back- and Mid-Office solutions based on Microsoft Dynamics 365. We are a Gold Certified Microsoft Partner. The holistic approach of in-depth travel industry knowledge and state of the art technology solution creates extensive value for our customers, reducing their costs by automating processes and providing them with customized solutions and information.

Microsoft develops the newest technology for all the standard functionalities in the system, so that we can concentrate on the things we do best: all the aspects that are specific for the travel industry. Therefore, our software adds an additional dimension to your business.

It gives you a great deal of advantages such as synchronized data. Additionally, our software is GDS neutral, so regardless of which booking system is used, it can be integrated in a way that permits automated imports of GDS input.

Complete Travel Agency Management System

- ✓ Back-Office Solutions
- ✓ Mid-Office Solutions
- ✓ BI for Operations
- ✓ Sales Management
- ✓ Microsoft Office 365
- ✓ Business Consulting
- ✓ Implementation Services
- ✓ Support
- ✓ Business Analytics
- ✓ ERP
- ✓ Automatic BSP reconciliation
- ✓ GDS neutral

Gold
Microsoft
Partner



One Solution for your Travel Business

TravelOperations is a flexible business management system and it fits most travel agencies regardless of type or size. Many years of experience in the travel industry have made us capable of developing a solution to the travel industry that ensures an optimized process flow, and thereby more advanced and automated working procedures. This is possible because we deliver one complete and fully-integrated solution.

This also gives an advantage when your business employs new staff members, since they only have to be trained to master one system. This will make your daily business more efficient while being able to provide more value to your customer.

Experience tells us, that many travel agencies not only focus on product and price but they supplement it by viewing the whole Back- and Mid-office part to secure a more streamlined business. At this point TravelOperations becomes valuable because it can replace all the existing IT systems and reduce administrative resources that can be used for sales promoting activities instead, which results in higher earnings and profits.

Whatever your Travel Business looks like

Corporate
Travel

Leisure
Travel

Online
Travel

Empowering your Business with profound knowledge

Our Consultants have many years of experience in the travel industry and the IT business. We have insight in the industry and know how to streamline your processes. By optimizing your technology you will be able to improve your operational efficiency and grow your business.

"TravelOperations is not just technology for us, it is a business enabler that allows us to develop our business."

Nati Dvir
Amsalem Global Travel Management



Business Consulting

Do you need consultants that really understand the travel industry and the problems you are dealing with? Our consultants have more than 10 years experience on average and know the challenges of your business.



Implementation Services

Will you take the risk of implementing a new system with a vendor that does not know your industry? We know the travel industry and have implemented our travel agency software system successfully many times.



Technical Support

Do you want to make the most out of your investments? If you need any help after the implementation process or if you want to remain up-to-date within the industry, we are happy to provide you with one of our support plans.

Typical Implementation Process



Best Practice Configuration

The implementation model is based on Best Practices within the travel industry and aims at avoiding customization, reducing implementation time and lowering risks.



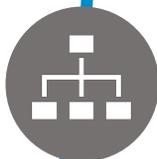
Analysis

TravelOperations Best Practice processes are configured before the analysis workshops and with the use of your own data. These processes are proven to support your business and thereby ensure adherence to standard.



Customer Configuration

During the configuration phase you are supported by our consultants who have years of industry experience and performed many successful implementations.



Deployment

The deployment activities ensure maximum adoption of the new processes for the end-users.



Go-Live

After everything is configured, you will be ready to go live.



Go-Live Support

We will support you during the whole process – even after you have gone live.

TravelOperations

Stay ahead of your
competition by streamlining
and optimizing your business.

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