

The background of the slide features a low-angle, upward-looking perspective of several modern skyscrapers with glass facades. In the center of the sky, a commercial airplane is captured in flight, moving towards the upper right. The sky is filled with soft, white clouds. A large, solid red triangle is positioned in the top-left corner, partially overlapping the buildings. The overall composition is dynamic and professional, suggesting a focus on technology and global connectivity.

ZERONE
CONSULTING

Comprehensive Software
for **Travel Aggregator**

www.zerone-consulting.com

Case Study

Enabling Digital Transformation of a Travel Aggregator through Cloud-Based Application Development

Highly Customized, Cloud-based Enterprise Application to Enable the Digital Transformation of a Leading Destination Management Company: 100% Streamlining of Business Operations in the Travel Domain

The travel industry needs to constantly optimize their customer experience through efficient data management, anywhere accessibility, continuous generation of insights, and streamlined B2B and B2C interactions. Our digital transformation solutions have helped a Destination Management Company in attaining a seamless travel ecosystem. Read further to learn more about our expertise on cloud-based software application development and other advanced digital solutions.

DIGITALIZING THE TRAVEL INDUSTRY WITH INNOVATIVE CLOUD SOLUTIONS

The Customer

A leading Destination Management Company (DMC) that delivers a wide range of leisure and Meeting, Incentive, Conference and Exhibition (MICE) solutions for their customers.

The Business

The DMC provides complete travel package for family and group tours as well as the MICE industry. Travel agents across the globe can avail their services by requesting for competitive quotes on various holiday and tour packages, event hosting, and management packages.

The Challenge

The client was using a legacy software product with limited functionality. Most of the business functions were not automated. The DMC was unable to provide outstanding customer experience, as their application was not integrated with the essential third-party service providers. Following challenges hindered their day-to-day operations:

- Lack of integration between various modules like Finance, Contracts, Logistics, and Sales.
- Absence of several critical modules that are vital to run daily business operations.
- Inefficient methods to handle B2B and B2C communication.
- Lack of coordination with travel agents, parties, hotels, and suppliers.
- Involvement of several complicated business rules and conditions.

- In the absence of advanced reports, the client had no idea, at which point they are losing their customers, revenue and profits.
- The maintenance cost of the application was high.
- Most of the business functions were managed through Excel spreadsheets and emails.

The Requirement

The client wanted a scalable enterprise software solution, built using latest technologies, that is tailored to address their specific requirements. The application should support and scale with their future business operations, and should not compromise with the security challenges.

The requirements included the following:

- Develop an ERP system for the DMC staff to handle various modules like Contract, Sales, Operations, Logistics, Finance, Visa documents, and MICE.
- The system should be able to record and manage the details of all types of contracts, and should be accessible at any point of time.
- The system should define tourist packages, seasonal offers, along with variations in rates.
- Enhanced Agent Login feature to help travel agents to request for quotes, add to cart and make a booking.

The Solution

We developed a custom software application on Cloud, that supported the DMC to accomplish a seamless digital transformation.

- The application is integrated with third-party systems such as Hotel Booking, Transfer Booking, Excursion Booking, and many other features.

- There is an Itinerary Builder feature that allows users to easily self-create detailed travel itineraries.
- The application has a Finance module that has simplified the process of invoicing and budgeting.
- The Finance module also helps in generating a variety of custom reports as well as standard accounting statements.
- Improved the convenience for travel agents to search for hotels, services and create purchase orders online (in minimal time).
- The entire history of every order is maintained on their system, and can be accessed by the DMC staff at any required point of time.
- The application offers full-fledged support for task delegation. This removes unwanted employee dependency.

In addition, the system offers the following features:

- Contract management with vendors
- Real time update of rate variations from the suppliers
- Manage all Sales (Quotation) Preparation Requests
- Operations module for preparing full-fledged travel itineraries and schedules
- Logistics Department or the Transfer Module
- Easy to handle all kinds of travel documents (such as passport, visa), entire payments and transactions for all bookings/ orders.
- Manage all requests pertaining to Meeting, Incentive, Conference, and Exhibition.
- Enable user to self-define travel packages
- Individual module to handle special travel offers
- Option for users to communicate easily with the suppliers
- B2B agent incentive management

- Mobile application to support field staff and drivers
- Integration with third-party service providers

The Benefits

- Lower operating and maintenance costs
- Travel agents can quickly identify attractive travel packages and offers for their customers. This increases the customer satisfaction.
- Enhanced business agility to improve performance
- Over dependency on any employee is removed with automatic task delegation.
- Automation facilitates enhanced data management
- Custom tuned reports that helps management to take appropriate decisions.
- Number of automatic reminders make sure that nothing falls through the cracks.

Results at a Glance

Zero turn-around time to handle grievances

100% streamlined channel for B2B and B2C communication

55% reduction in operational and maintenance costs

About Us

Zerone Consulting is a leading agile software development company that delivers innovative technology and business solutions to customers across the world. Our focus is to accelerate our customers' journey towards digital transformation by ensuring them rapid delivery, transparency, and cost advantages in the best possible way. Our technical capabilities also include Artificial Intelligence, Cognitive Computing, Robotic Process Automation, Internet of Things (IoT), Data Analytics, Blockchain technology, and Face Detection and Recognition.

Zerone Consulting started its operations way back in 2003 and is located in Kochi, India. We have a success rate of 99+%. We are ISO 270001 certified with an exceptional track record of completing and delivering 500+ successful projects.

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