



Microsoft D365 Solution for Travel by Alletec

A Futuristic Solution to
Transform Your Travel Business
Operations

Travel Finance & Mid-Office Solution built on Microsoft Dynamics

A Robust Solution for Enhanced Decision-Making

Overview

Travel & Tourism was one of the hardest-hit industry domains across the globe during the COVID19 pandemic. However, as the pandemic slowed down, the industry demonstrated a steep redemption, resulting in surging travel bookings and percentage of investment.

A significant shift from traditional brick-and-mortar travel agents to self-service online portals for the travel planning & purchasing process (including airfares, hotels, car rentals, etc.) was also observed in recent years.

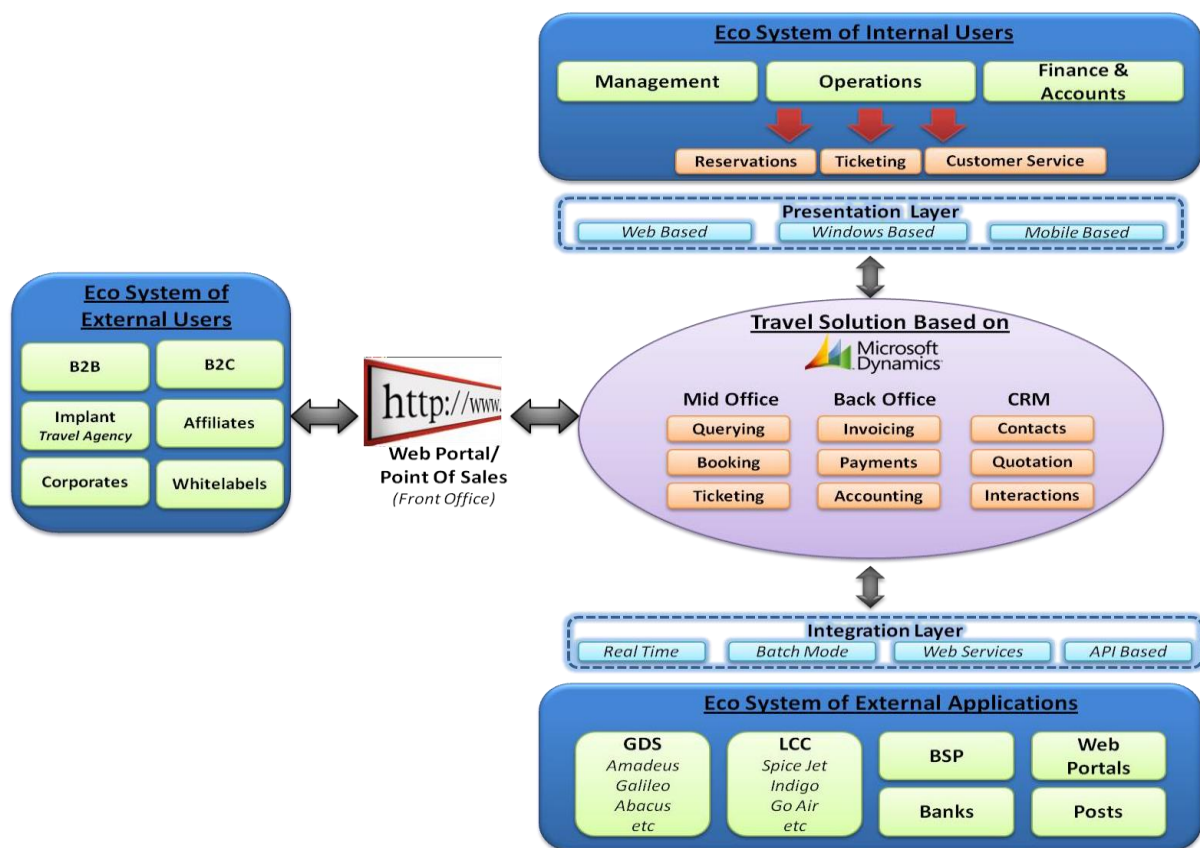
With an increase in transaction volumes, travel companies need to lay higher emphasis on ensuring speed of service and accurate error-free execution. And at the same time, they need to continue enhancing their bouquet of services to become one-stop shops for planning, customizing, and buying travel solutions.

Reducing commissions, increasing overhead costs, stiff competition to acquire new customers, and low loyalty of online customers increased pressure on both the 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 Travel Solution



Alletec solution for the Travel industry is based on the Microsoft Dynamics platform designed to address 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 a 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
- The system allows for managing ‘Dynamic Packaging’ – a method used in packaged holiday bookings (*packages customized by the customers to include the choice of mode of transport, tickets, accommodation, car rentals, etc.*)
- Interbranch operations handling & systematic recording of financial statements
- Integration with CRM solution for efficient Sales, Marketing, and Service Management along with end-to-end customer & payment 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 a comprehensive & top-level view of all order bookings under one query number

The Seamless Approach

Operational efficiencies in the Travel industry can be attained through seamless integration of the **Front** (*Website*), **Mid** (*Querying & Ticketing*), and **Back** (*Financial Accounting & Reconciliations*) offices. Alletec Travel Solution facilitates this integration flawlessly and includes the 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 the integration of the 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 inquiries 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, etc.)
- **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 the 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



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