

CASE STUDY: Travel Assist

Organization: Le Passage to India Tours and Travels Pvt. Ltd.



Le Passage to India Tours and Travels Pvt. Ltd. is one of the leading Destination Management Companies of India. With its headquarters in New Delhi and a network of strategically located branch offices, Le Passage has a dedicated team of over 300 travel professionals with vast experience in the tourism industry. The well-knit, motivated and committed team has an in-depth knowledge of the business. With an unspoken passion to promote tourism in the Indian subcontinent, all guests are well looked after and provided quality of the highest order.

Challenge:

Le Passage having its head office in New Delhi, India and multiple offices within India and abroad, had IT solutions implemented to manage its Contracting, Business Operation and Accounting needs. The day to day challenge was in getting any kind of MIS or effective use of the system, because all the three main business process was being handled by three different solutions working in isolation. The other challenges faced by the organization were:

- Getting updates and upgrades
- Managing three different systems
- Any contracting/rates information which is required by an Operations Executive to handle the Tour file, not available in real time.
- The department handling the Accounts was the worst impacted not having the right and timely financial figures to clear the bill

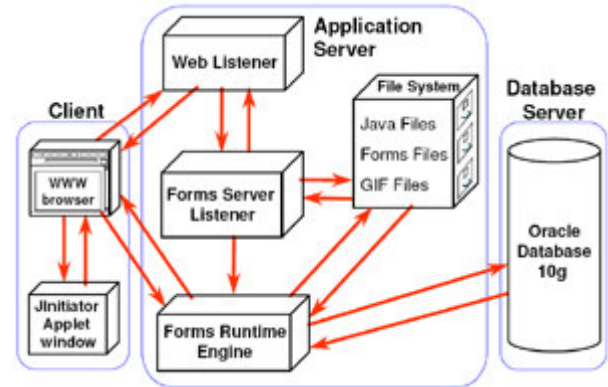
Solution:

Travel Assist – A comprehensive tour management solution was a obvious choice for Le Passage. Travel Assist, built on latest Oracle technological stack enabled Le Passage to efficiently manage their complete tour cycle from enquiry to tour operations, and catered to all business segments; FIT, GIT, Series Adhoc, Charters and Excursion management.

Benefits to Le Passage:

- End to end business process automation, through single system “Travel Assist”
- Reduced Manual and duplication of Jobs
- Instant Sales analysis, Trend Analysis, and variance Analysis
- Auto scheduled reports
- Contracting and Operations module seamlessly integrated with “Oracle Financials” to benefit out of the world wide used ERP.

Technological Stack:



S.No.	Line Item	Technology Used
1	Development Tool	Oracle Forms 10g / Reports 10 g
2	Database	Oracle Database 10g
3	Operating system	Red Hat Linux AS4.0 (Compatible to Unix/Windows platform as well)
4	Middle Tier / Web Server	Oracle Application Server 10g / Apache
5	Integration with third party systems	ERP: Oracle Financials

For More details of Travel Assist log on to <http://www.tiinfotech.com> or send email to contact@tiinfotech.com