

## CASE STUDY

## Four Corners Travel Group

### The Client

Four Corners Travel Group is one of the largest travel groups in Australia operating as a consortium of 7 specialist companies. It offers full range of Travel services for all domestic, international, corporate and group travel.



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### The Challenges

Travel and tourism is a big business in Australia. Lot of people go for holidays to international destinations including Africa and Asia. Most Holiday packages include accommodation, trekking, wildlife, cruising, sight seeing, spa etc. Lot of wholesalers operate in this sector and our Four Corners is one, who is specialized in African holidays. Unlike in the airline sector, hotels do not have a common platform to publish and share their rates and availabilities in common software. Travel agents/ wholesalers use some software to make reservations but the database is very limited. So a lot of manual process is involved in finding out the hotels and type of rooms and rates. Since it's very time consuming, most of the wholesalers would like to have all the data loaded in to their software to make the bookings easier and faster.

### Divisions

- Four Corners Travel  
[www.fourcornerstravel.com.au](http://www.fourcornerstravel.com.au)
- African Travel Specialists  
[www.africantravel.com.au](http://www.africantravel.com.au)
- Bali Bound Holidays  
[www.balibound.com.au](http://www.balibound.com.au)
- Asian Bound Holidays  
[www.asianbound.com.au](http://www.asianbound.com.au)
- Focus on Tours
- Cruise Bound Holidays
- Big Island Tours

### The Solution

**Symphony** fills up this gap and offers services as **product loaders**. There are thousands of hotels who have different types of contracts. All of them differ in room types, facilities, seasonal rates, offers and

### Area of Operations

- Ticketing
- Accommodation

rates. Some may be easy but lot are very complicated to understand. Our job is to interpret the information to a common format which the system understands. Once the data is loaded properly and correctly, the agent would be able to get the exact information for the bookings by giving a search command in the software.

With our team of experienced product consultants, we interpret complex contracts and fill in room types , facilities , rates with utmost accuracy.

### **The Benefits**

The wholesalers and travel agents are now able to focus on their core expertise and increase their revenues, leaving the job of products loading to specialists.

- Rail Travel
- Corporate Travel
- Cruises
- Holiday Packages
- Tours of all types including Special Interest Tours
- Travel Insurance, Visas
- Foreign Currency & Traveller's Cheques

### **The Challenges ( Summary )**

- No common platform to publish rates.
- Manual process involved tin loading the rates
- Complex contracts make it time consuming.