

## CASE STUDY

## Product Loading

### The Client

Our Client 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.

### The Challenges

Our Client manages Holiday packages which includes accommodation, trekking, wildlife, cruising, sightseeing, spa etc and specializing in African holidays. There are thousands of hotels who have different types of contracts. All of them differ in room types, facilities, seasonal rates, offers and rates. Some may be easy but lot are very complicated to understand.

Product Loading is done through a web-based software. Once the packages are created, it has to be interpreted, calculations have to be made and data has to be manually fed into the software. This needs qualified professionals from the travelling industry with sound functional domain knowledge.

Accuracy of Values being fed in and the clause interpretations have to be proper and concise, or it could lead to considerable financial losses and/or client discomfiture at the time of bookings.

Products have to be loaded within defined timeframes.

### The Solution

A Team of Experienced professionals have been employed exclusively for our client . To ensure that the team is in-line to client requirements and interpretations, training sessions are held frequently.

### Divisions

- 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

### Area of Operations

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

Based on Client-specifications, the team interpret simple-to-complex contracts and fill in Room types, Facilities, Rates etc with utmost accuracy.

2-Level Quality Check ensures that the information updated is error-free and precise in Clause-interpretations.

The Team maintains flexible time-shifts to attain maximum availability-time and better response times.

### **The Benefits**

Having outsourced contract-loading, the client is now able to focus on their core expertise and increase their revenues, leaving the job of product loading to specialists.

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