



Transforming the Travel Industry with Microsoft Dynamics 365 Solution

A Changing Landscape in Travel and Tourism

The travel and tourism industry has undergone a seismic shift in recent years. The pandemic created unprecedented challenges, but it also accelerated innovation, pushing companies toward digital transformation. Travelers today demand seamless, personalized experiences, whether booking flights, accommodations, or tour packages.

In this evolving landscape, traditional brick-and-mortar agencies face competition from self-service online portals, and businesses must deliver faster, error-free services while keeping costs in check.

Microsoft Dynamics 365-based Travel Solution equips travel companies with the tools they need to stay competitive, manage operations efficiently, and offer superior customer experiences.

Core Challenges in Travel Industry Operations

Data Discrepancy and Manual Effort:

Reconciliation across BSP (Billing and Settlement Plan), Low-Cost Carriers (LCC), and multiple systems is time-consuming and error prone.

Customer Relationship Management:

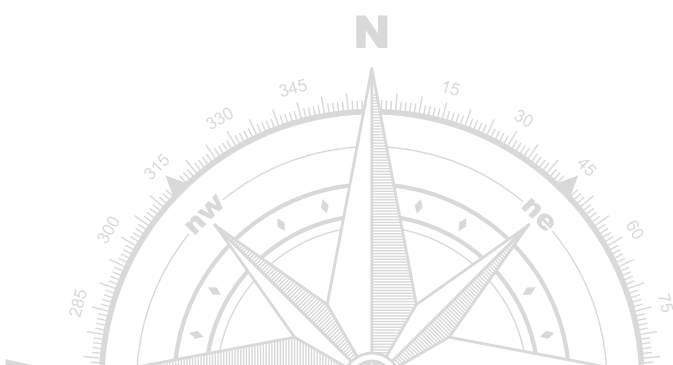
Individual-dependent processes lead to inefficiency in tracking leads and managing inquiries, often resulting in lost opportunities.

Supplier and Refund Management: Poor tracking of advances and cancellations increases revenue leakage and operational costs.

Lack of Automation: Manual handling of payments to airlines and suppliers creates inefficiencies in cash flow management.

Inconsistent Commitments: Decentralized systems often result in varying commitments to customers across touchpoints.

Rising Customer Expectations: Today's travelers expect superior service, personalized options, and seamless interactions across platforms.



The Alletec Travel Solution

An Integrated, Intelligent, and Scalable Approach

Built on the **Microsoft Dynamics 365 platform**, Alletec's **Travel 365** solution eliminates these operational hurdles by integrating front, mid, and back-office operations into a single, centralized platform.

Key Features:



Real-Time Integrations

- Connect seamlessly with GDS platforms (Sabre, Galileo, Amadeus), non-GDS airlines, LCCs, and payment gateways.
- Access BSP reconciliations, supplier statements, and customer interactions in one place.



Dynamic Packaging

- Empower customers to customize travel packages, including flights, accommodations, car rentals, and more.
- Simplify package management with real-time inventory and pricing data.



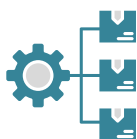
360-Degree Customer View

- Integrate with Microsoft Dynamics CRM for lead management, customer follow-ups, and payment tracking.
- Enhance engagement through personalized marketing campaigns.



Performance-Linked Reporting

- Automated calculations for Performance Linked Bonuses (PLB) or Consultation Fee ensure accurate profit tracking for air tickets sold.
- Gain comprehensive insights into booking, ticketing, supplier aging, and agent performance.



Comprehensive Product Management

- Manage bookings for air, rail, bus, cruise, hotel, insurance, and tour packages under one system.

Enhancing Customer Engagement and Operations

Financial Management

Automate reconciliation with banks, payment gateways, and suppliers. Generate real-time financial reports to monitor cash flow and profitability.

Booking and Rebooking Management

Ensure fast and error-free bookings with automated processes and minimize manual intervention in rebooking scenarios.

Refund and Credit Management

Streamline refund processes and credit tracking for suppliers and customers, reducing revenue leakage.

Quality Control and Compliance

Mitigate fraud risks and ensure compliance with local and international travel regulations.

E-Coupons and Promotions & Wallet

Drive sales through promotions, cashback offers, and discount management integrated into the CRM. Enable seamless wallet management with automated accounting for top-ups, redemptions, and adjustments, ensuring accurate transaction tracking.

Advanced Technologies: AI and Data Analytics



AI-Driven Personalization

- Use Dynamics 365's Copilot capabilities to suggest personalized travel packages based on customer preferences.
- Automate responses to inquiries and generate targeted marketing campaigns.



Business Intelligence for Decision-Making

- Embedded Power BI dashboards provide insights into sales trends, customer behavior, and operational bottlenecks.
- Predict demand fluctuations and optimize inventory accordingly.



Seamless Collaboration

- Microsoft SharePoint integration ensures centralized access to documents, reports, and project data.

Benefits Delivered by Alletec's Travel 365

- ✓ **Operational Efficiency** - Streamline end-to-end processes from inquiry management to financial reconciliation.
- ✓ **Enhanced Customer Experience** - Deliver personalized, prompt, and accurate services at every touchpoint.
- ✓ **Reduced Revenue Leakage** - Minimize opportunity loss through centralized inquiry tracking and robust refund mechanisms.
- ✓ **Scalable and Secure** - Handle increasing transaction volumes with confidence, supported by cloud-based scalability.
- ✓ **Faster Turnaround** - Automate booking and payment processes, reducing time-to-market for travel services.
- ✓ **Multi-Currency Transactions** - Expand globally with multi-currency support for suppliers and customers.

Why Alletec?

Trusted Expertise

Decades of experience delivering tailored solutions across different industries.

Comprehensive Offering

From consultation to post-implementation services, we ensure sustained success.

Brand Promise

Agile

Quick on our feet

Responsive and Flexible

Hybrid-Agile methodology

Affordable

Optimized ROI

Sustainable Pricing Models

Value Without Compromise

Accountable

Commitment to Outcomes

Transparent and Reliable

Partner Beyond Projects

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