



## BUSINESS BOOST WITH DCS PLUS TECHNOLOGY | ACCENT TRAVEL & EVENTS RUNNING ON DCS PLUS PLATFORM

### ABOUT ACCENT TRAVEL & EVENTS

- Accent Travel & Events is a TMC with a sixteen year track record in the tourism sector and a stable presence in this market segment, providing business travel services to corporate clients, as well as a DMC for Romania, providing leisure services for groups and FITs, meetings and incentives.
- The main lines of business are: Business Travel Management, Leisure Travel Management, Conference & Incentive Concept. It is a company certified by ISO, holding 9001:2008 Germanischer Lloyd GmbH (GLC) certification.
- Starting with 2009, Accent Travel & Events is exclusive partner in Romania of Egencia, an Expedia, Inc. company, the fifth largest business travel management company in the world.
- The numerous prizes that the company received ('Best business and MICE agency', Excellence Awards Ceremony 2012, 'The business and corporate tour operator of the year' - 2011, 1st Place 'Bucharest Top Companies, 2010' etc.) stand as a proof of the company's track record.



### CHALLENGE

- Accent Travel was looking for a system that could organize their expanding business
- Optimising agents workflow was one of the most important things that needed to be solved
- The need to cover MICE, Vacations, Subagents network, Online, Offline, Hotels, Car Rental, Insurance, External Packages and other selling channels
- Create reports for all the selling channels in one place
- Group multiple types of content from different suppliers in one platform
- Online live booking was on the list: there was a growing need for an online platform that could be customised and flavoured with attractive features and that could offer a great experience to its users

### SOLUTION

- The very first need was covered by TINA, in 2012: reporting, invoicing, CRM – all of them available just a button away
- TBS and AIDA came as a natural response to business evolution in 2013: the first one optimised the agents workflow by delivering aggregated content, while the second offered a comprehensive inventory tool
- When the B2C platform TRIP was launched in 2013, Accent Travel was already on the waiting list for implementation
- The online selling platform Traveo.ro was launched in 2014 and uses the TRIP engine. The interface was customised to match the company's brand and image, and in the first phase covered the top selling services in the online: flight, hotel and dynamic packaging of hotels and flights. Starting from 2015, the online visitors of Traveo.ro are able to purchase travel packages, custom built in Accent's own inventory.



## CUSTOMER TESTIMONIAL

*“ The travel industry is growing day by day and we, as a travel agency, aim to have the best solutions for all the areas of our business. dcs plus provides us the technology (TINA, TBS, AIDA, TRIP) that responds to our needs, from the speed and accuracy of the reports we can generate to the customized parameters we can set. A great advantage is the opportunity to work with a very experienced team that offers quick support.*

*If you are a travel agency looking for smart and efficient ways to grow, we definitely recommend dcs plus. Their technology will help you to keep up with the continuous changing industry.*

*A big thank to all dcs plus team for all their support, suggestions and advices they always give us.”*

*Lucian Boronea, GM Accent Travel & Events*

## BENEFITS

- Simple and complex reporting for all selling channels
- Aggregated content from all the suppliers, sold in multiple channels
- Creation of leisure packages followed by selling them with ease to reseller network or B2C website
- Online platform with a fresh engine, opened for customisations and packed with marketing tools.

## INSIDE VIEW

*“ Implementing the B2C platform on top of the other dcs plus platforms that were already in place, was the natural evolution of an expanding business. As the customer was already familiar with the solutions and the team, all we had to do was customisation and training for the new product.”*

*Andrei Savin – Director B2C Online Solutions at dcs plus*

## ABOUT DCS PLUS

● dcs plus is a leading travel technology company, committed to designing and developing enterprise technology solutions for the travel and tourism industry. The company designs and builds adaptable, affordable, and cutting-edge tools and services for travel and tourism professionals. dcs, founded in 2002, operates in 42 markets around the globe with partners worldwide, including Amadeus IT group and Lufthansa City Center.

## INTERESTED TO FIND OUT MORE?



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Write us



Request a demo

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