dcs+
travel technologies

BUSINESS BOOST WITH DCS PLUS TECHNOLOGY | EBOOKING CENTER THE DMC IN LEBANON RUNNING ON DCS PLUS PLATFORM

ABOUT EBOOKING CENTER

● Ebooking center are a well-known DMC in Lebanon that are proficient in selling accommodation and other ground services mainly in Beirut and other destinations in Lebanon, but also other Middle East destinations. They also have a wide palette of services that are buying through aggregators and sale a complete menu, all over the world, incoming and outgoing.

CHALLENGE

● Ebooking Center were doing business by negotiating best rates in the domestic market and reselling the service to their clients, mainly in the B2B sector. Their personal relation with the hotels and being locals inside a market where the big players were having hard times to enter, they were doing pretty well. However, the large amount of data they had to manage (the hotels contracts) as well as the bookings, imposed for a booking system that could fulfill that

● In addition to the own inventory and tariffs management system, Ebooking Center needed to diversify as well as complete their offer with availability from the 3rd party suppliers, to supplement the availability when their own stock was depleted
● They were also looking to sell other international destinations as well, so extend to worldwide services
● Having all these sources combined, they had to make it very easy both for their own agents as well as theB2B partners (and later the B2C partners) to search and book seamlessly.

SOLUTION

● TBS (consolidator and distribution product) as well as AIDA (inventory and tariffs manager) were very quickly adopted. They learned how to store the inventory in AIDA, load the tariffs and in just a few weeks, the majority of hotels in their portfolio were ready to be sold in a consolidated way, via the booking system.
● Together with TBS, the platform was serving exactly to their goal, mix the 3rd party vendors availability (coming via XML) with the own stock, better priced however with a lower availability. The external sources brought them international content so they were able to offer worldwide services.
● All sellers (internal staff) and B2B subagents were connecting to a centralized booking engine, where they can book their services immediately.

CUSTOMER TESTIMONIAL

" *They have all what others have. They also have what others don't.*

It is a pleasure to have a company such as dcs plus that stands behind its products both in quality and service. Therefore, thanks to dcs plus we were able to distribute our system among the Middle East with their incredible easy user interface system and encouraged our clients to use the TBS on daily basis. Not to forget, their professional IT and Support Team that always provided us with the best solutions and system creativity that simplified our work.

We will always find ourselves recommending dcs plus and we look forward to a long and fruitful business relationship. "

Daniel Eid - General Manager

BENEFITS

◉ Automated inventory and tariffs management brought dramatic cost savings, due to lower staff and no more overbookings or mistakes which carried a high cost

◉ New customers were joining the company rapidly, due to the new reservations system which showed transparency and professionalism of the growing travel agency, especially with the hotels contracts management

◉ More and more hotels were added to the system (the loaded accommodation unites increase by 50% each year), as the systems brings automation and optimization.

◉ As Ebooking Center brings them more sales each year, the hotels are more willing to join offer even better rates to their important wholesaler

◉ The addition of the 3rd party vendors, allowed the agency to expand to other markets, having a complete range of services and products

◉ They able now to control which inventory / source to show, at what price and on what selling channel, bringing efficiency to their business.

◉ The system is now a foundation for other expansions which are already planned, like the b2c sales

◉ With an international coverage, Ebooking Center were able to set new partnerships and create even better business relations across borders

◉ Looking back at the pure DMC business, Ebooking Center could now serve the own rates and availability to any major wholesaler or distributor, using their API from the platform

INSIDE VIEW

" *When we first spoke with their GM, we were new to Middle East markets, we had no idea about their culture and ways of doing business. We started together and we were positively surprised to see how their project evolved, brick by brick, until they managed to become a great name in the market.*

Our relation grew to be very strong, they count on us and we do our best to serve them at high standards. "

Alexandru Bararu - Director API/ XML Front Office 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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