

BUSINESS BOOST WITH DCS PLUS TECHNOLOGY | EXIMTUR RUNNING ON DCS PLUS PLATFORM

ABOUT EXIMTUR

- Eximtur was founded in 1993 and acts ever since as one of the leading Tour Operators on the Romanian market
- It has a number of 28 offices (own branches or franchises) spread in the most important cities of the country
- The company values are focused on providing high quality travel services and consultancy towards their clients



CHALLENGE

- Managing the contracts of a large number of Hotels for complex leisure products (consisting of Accommodation together with Meal Plans, Medical Treatments and Procedures, Entertaining services)
- Applying different selling rules for the products (depending on the client profile, selling channel, period of the season)
- Providing these services towards the B2B and B2C clients in specialized interfaces that must meet several requirements at once: fast response time, flexibility, great user experience
- Collecting all the sold services within one unique, coherent environment in order to be processed
- Being able to control the sales and have a detailed overview upon them, in real time, in order to apply adjustments and optimize the process

SOLUTION

- Implementing all the four modules that are part of dcs plus platform, has turned out to be the best decision as the platform consists in specialized tools for each area of activity (AIDA for the inventory and stock management, TBS for the content aggregation and distribution, TINA for the mid back office processes and also TRIP for the B2C selling engine)
- Elaborating a realistic deployment plan together with Eximtur team in order to ensure continuity of the selling activity and to avoid overstressing of the team
- Working on a 'development plan' basis (to ensure the delivery of custom functionalities) that is constantly updated based on the priorities setup by Eximtur implementation team; this approach facilitates the resources allocation for dcs plus team, therefore the delivery of custom developments is optimized in terms of both time and quality.





CUSTOMER TESTIMONIAL

“ Our relation with dcs plus started in 2014, when we have decided to implement their software solutions, as the main platform for managing Eximtur activity. We found a young motivated open-minded team that is focused on meeting our needs. We are using TINA, AIDA, TBS and TRIP and we like what we have seen. Our agency’s activity is very diverse (tour operating, corporate travel management) and we have found that dcs plus products are versatile and able to adapt in an adequate amount of time. We see dcs plus not as a supplier but more as a partner that engaged in a journey of business development having been with us every step of the way: brainstorming for the best solutions, expanding and breaking limits. I am sure that with our know how gathered in 22 years of tourism and with their professionalism and dedication the sky is the limit.”

Alexandrina Sanek – Systems Manager

BENEFITS

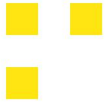
- Detailed yet comprehensive content management environment
 - Integrated solution with different specialized tools that interact together in order to ensure a standardized workflow
 - Modular structure that allows further expansion, according to the industry evolution or the client shifts in strategy
- Input / Output connectivity of the platform that allows easy connectivity with third party modules (as the General Ledger/ Accounting system)
- The platform facilitates the achievement of one very important goal of Eximtur (developing the strongest leisure distribution B2B network in the market) by providing and maintaining the OTA compliant APIs for all the travel services that are managed within it
 - Working with a dedicated and experienced system that is constantly updated and follows the best practices in the industry (rather than a fully tailor made solution that could seem more appealing but always turns out to be ‘un-manageable’ for the long run).

INSIDE VIEW

“ Implementing a Tour Operating / Inventory tool is always a great challenge. Balancing the need for complex functionality (so the great variety of supplier contracts to be inputted) with the ‘easy to work with’ need of the user, always turns out to be very difficult. Apply this on a company like Eximtur (with a large variety of products, a combined B2B and B2C pool of clients and also a great experience during the time) and things could become even more difficult. These were my expectations before the project kick off. But I was wrong... I found there in Eximtur a great team with highly qualified members. The trainings, workflow mapping, custom developments discussions were extremely constructive. I am very confident (and happy at the same time) to say that I found in Eximtur one of the best and knowledgeable teams I ever had the chance to meet.”

Octav Stan – Director Tour Operator 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?



+40 (0) 21 320 01 02



Write us



Request a demo

CONTACT

Address: 215 Mihai Bravu Road, 5th floor, District 2, 021323, Bucharest, Romania

Monday to Friday, 9:00-18:00 GMT+2 English, Romanian

Telephone number: +40 (0) 21 302 31 32

E-mail: office@dcsplus.net

