

## BUSINESS BOOST WITH DCS PLUS TECHNOLOGY | TRAVELBETA NIGERIA'S EMERGING ONLINE TRAVEL AGENCY

### ABOUT TRAVELBETA

- Travelbeta.com is an emerging leader in the Nigerian Travel and Tours industry. The company caters to customers' needs in the areas of flights, hotels, airport pickups, vacation packages, corporate packages, visa assistance, and international telephone services.
- Travelbeta.com aims to make the process of booking flights, hotels and trip packages easy and quick, whilst fulfilling its mission "to deliver memorable travel experiences to all customers without exception". Travelbeta is the brainchild of a group of passionate professionals with backgrounds in the Hospitality, Business Services, Logistics, Finance, and Communications industries who all possess a genuine love for travel.



### CHALLENGE

- Travelbeta was looking for a system to support their B2B network and to start-up their B2C sales
- Automating the sales processes was one of the most important things to be solved
- The booking platforms needed to group content from multiple supplier types into one aggregated system
- Dedicated support team needed to be assigned as Enterprise platforms were put in place in a multiple phase approach

### SOLUTION

- The content consolidator system (TBS) was the first one to be put in place.
- Multiple suppliers aggregated in one application reduced the operations processing time and increased the overall efficiency of the travel agents.
- TINA was the platform that added mid-back office features that will need to support the increased sales.
- The last addition was the B2C enterprise platform, TRIP. Connected to a credit card payment solutions it added the automatic bookings flow together with the existing offline bookings that require an agent's touch.





## CUSTOMER TESTIMONIAL

“ Travelbeta.com is most delighted to have dcs plus as its technology partner. dcs’s solutions which we have deployed have enabled us to have a System that provides a unitary environment for our day-to-day activities as well as a unique repository for all the information. The workflow processes designed into the different solutions are very efficient, easy to manage and most importantly enable us to provide the best service to our customers. The technology deployed is world class, best in the market, very robust and scalable. We for one can testify that dcs plus has been able to implement our unique processes and requirements to fit into its solutions deployed for travelbeta.com. All implementation timelines were met and sometimes exceeded. I can’t leave out the fantastic management teams, who are open and always willing to accommodate our needs and requirements. Support teams, who are always quick in troubleshooting any issues that may arise or responding to inquiries.

It’s one thing to build efficient solutions with world class technology and another to effectively provide the proper support required. dcs plus is one company that excels in both areas and we are pleased to be utilising their solutions to further enhance and grow our Online Travel Agency. ”

*Olawale Ayorinde, Chief Technology Officer Travelbeta and Tours Limited*

## BENEFITS

- Automatic reservation processing for both B2C and B2B channels.
- Streamlined online and offline sales
- Advanced reporting tools for all selling channels
- Increased efficiency of the overall business
- Travel agents can focus more on the customer than on the operational part of the daily operation


## INSIDE VIEW

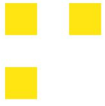
“ Being part of a company with global reach puts you in the fortunate position of working with customers all over the world. The project that we just launched together with Travelbeta in Nigeria was very straight-forward – this comes as a standard when you are working with a team of professionals. ”

*Andrei Savin, Director B2C online solutions*

## ABOUT DCS PLUS

● dcs plus is a global leading IT solutions provider for the travel and tourism industry. Founded in 2002, dcs plus operates worldwide, offering adaptable, cutting-edge resources and tools for hundreds of travel and tourism professionals. The company is focused on delivering innovation and, through its solutions, aims to provide excellence to travel industry players, regardless of size, business model or market. The solutions offered by dcs plus translate into stability and boosted efficiency for the most demanding leaders in the industry.





## INTERESTED TO FIND OUT MORE?



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Write us



Request a demo

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