

Top 6 signs that your travel business is ready for a mid and back-office upgrade

Considerations

Are you in a place where you are debating whether it might be time for a mid and back-office upgrade? You might be going back and forth thinking:

- ✓ We do okay with what we have today ... but we probably could work smarter.
- ✓ An ERP system sounds complex ... but it would be great to have all data gathered.
- ✓ It looks expensive ... but it would probably free up time.
- ✓ Would it be smarter to invest elsewhere ex in a new mobile app for my customers ... or where do I turn my attention?

And so, the list continues.

Rest assured that you are not alone with your considerations. That is why we have created this small guide to help you decide if your travel business is ready for a mid and back-office upgrade - If you are ready for an ERP solution.



ERP explained

In the most basic sense, an ERP system is a tool that centralizes a company's database of information, automates routine tasks, and simplifies business processes.

ERP integrates and handles most of your business functions such as order handling, sales, purchase, finance, and inventory.

The end-goal in using the ERP system is to optimize operations and free up employee time.

Top 6 signs

There are 6 very clear signs that we see in all travel companies that choose to upgrade to an ERP system. If your business is ready to make the move, you are likely to recognize the 6 signs from your own business as well.



1. Your travel business has lots of different software for different processes

With accounting in one system, payroll in another, bookings in a third and sales on a fourth system, daily tasks are bound to be time consuming. If your front and back-end systems are run separately as silos, it can cause chaos in the process that is designed to keep your business running smoothly. An ERP system would gather or integrate your systems, giving you complete overview and insights.



2. You don't have easy access to the information you often need

Do you ever struggle to find answers to questions like: What is your sales margin? What is your average number of orders a day? What is your sales to date? For companies that rely on siloed systems and spreadsheets that need to be updated constantly and reconciled manually, it takes forever to find the answers. An ERP system would integrate all your data and help you run your business on one single version of the truth – On one set of data and insights available to all your employees.



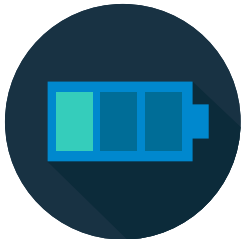
3. You are unable to deliver the customer experience you know you need

As a direct effect from data silos, you are unable to deliver the customer service and experience that sets you apart. You are not able to access or pass on information in a smart way and if you have offices in different parts of the world, it is very unlikely that your customers get the same kind of experience in Singapore, Paris, and New York.



4. Accounting is both too time-consuming and complex

Often, the first signs that your company needs an ERP system will come from accounting. Paper-based invoices and sales orders, repetitive processes and manual entering... If it takes ages to consolidate or resolve financials across systems and spreadsheets, an ERP solution can make a massive difference to your travel business.



5. You are worried that your mid and back-office can't handle future requirements

In the ever-changing world, new opportunities arise all the time. It does not mean that all opportunities should be pursued, but it should not be the lack of capabilities or inflexibility of your mid and back-office system that holds you back.



6. IT has become a headache rather than a help

Customizing single use systems, integrating them, and maintaining them with patches and upgrades can be complex, costly, and impair critical resources. Rather than add more software and complexity to an ineffective system, ERP can give you the agility to respond to changing business needs rapidly.

Did you recognize the signs?

If the answer is yes, you might be ready to move on from system silos, and repetitive manual tasks that are both too time-consuming and complex. You might be at a point where you are ready to build a business for the future with an ERP system to help you work smarter.

What is important to consider when you choose your ERP system?

There are a great number of ERP systems on the market. A few are even built for the travel industry. Our suggestion is to go with an ERP system that is:

- ✓ **CLOUD BASED.** With a cloud-based ERP you have no additional cost for hardware, much better security, less risk of “down time”, access to real time data wherever you are, and a system that can easily scale with your business.
- ✓ **OPEN SOURCE.** An open-source ERP system integrates seamlessly with your preferred booking tools and other systems that you rely on every single day.
- ✓ **TRAVEL-SPECIFIC.** Only with a travel-specific ERP system will you get the functionality your travel business needs. A travel-specific ERP will feature BSP reconciliations, hotel commission tracking, travel order amendments, service fees, etc.

TravelOperation’s ERP solutions check all the above boxes and are even built on top of Microsoft Dynamics. It is the most modern and probably the most heavily supported platform on the market that will support your business long into the future and give you the flexibility to scale as you grow or your business needs changes.



Want to know more?

Reach out if you are ready to learn more about the benefits of upgrading your travel business with an ERP system.

If you have 90 minutes, we will be happy to do a free demo so that you can experience how you may work in the future.

Get in touch now