

DataMine Travel

Travel Management System



White Paper

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Introduction

Most travel companies use some sort of Tour Operator Software to help manage their business. These companies also have supplementary systems and manual processes that are outside the system to help run the operations.

For example, there may be an entirely separate group who interfaces with their selected Tour Operator Software, another who manages the website, another for printed material such as magazines, brochures, guide books, and yet another for accounting.

Typically, we find that systems are dispersed, processes are not fully integrated, many supplementary systems are created outside the system that are critical to the business, data is scattered throughout with a lot of duplication and inaccuracies and many times this data is not backed up and secured properly.

In addition to these operational silos, travel companies have a variety of home-grown tools that fall outside the scope of their Tour Operator Software to help run their business. This includes spreadsheets for tracking reservation details, whiteboards and manual processes for sending emails, online documents for collecting information and getting signatures for guests.

It is these silos together with these tools and manual processes that create great inefficiencies and restrict companies from scaling their business to reach their profit potential.

Unfortunately, these systems are not easily replaced due to the critical nature of the data and the disruption it would cause to the business if it were to go down or go away. As a side effect of change, there are training issues, political issue, technical issues, job security issues all which hinder the ability to embrace change.

The challenge is less about the technology and more about the change in culture and politics. Travel companies are often times blind when it comes to looking at their own inefficiencies and the benefits of streamlining processes and looking at the efficiencies gained and benefits associated with a full integrated approach.

DataMine Travel

DataMine Travel has developed a system for travel companies to manage all aspects of the business operations and workflows. The key features include:

- Admin Tools,
- Guest Applications,
- Website Integration,
- Web API

Tour Operator Software

We have done extensive research on existing Tour Operator Software. In our research we are finding there are a plethora of software products in the market, all claiming to provide similar features. Here are a couple websites that layout the top systems based on reviews.

- <https://www.g2.com/categories/tour-operator>
- <https://www.capterra.com/tour-operator-software/>