

# The *little* ERP handbook

A guide for travel businesses  
looking to benefit from a modern  
ERP/mid and back-office



# The reality for finance departments worldwide

Do you ever feel your travel agency is a vortex of emails, calls, missing invoices, and financial settlements? Your to-do list is never-ending with repetitive and time-consuming tasks that you have to prioritize without neglecting the many request from your colleagues asking for old invoices and customer payment history.

**This picture is far from ideal, but none the less the reality for many travel agencies, suffering from slow, outdated technology, and error-prone manual processes.** A heavy workload can burn you out, but there is a way ease the burden on your finance department.

*Did you know that...*



Over 1.4 million travel agencies worldwide are projected to invest \$183 billion in travel-specific ERP software by 2024.



71% aim to use ERP data to predict travel trends and personalize customer experiences.



# 6 signs that your travel business needs modern mid & back-office software

Are you confused whether or not your travel agency will benefit from ERP/mid & back-office software? Here are 6 signs that it might be the right time to consider a system upgrade:

1

## Disjointed processes

Does your travel agency's different departments work separately without much communication? This can lead to inefficiencies and problems with sharing information.

2

## Missing connectivity

Does your finance department work with system-islands that lack connection forcing you to jump between systems to see bookings, payments, etc.?

3

## Growing complexity

As your travel agency grows, handling multiple bookings, manual data matching, and continuous reconciliation can get tough without a central system to manage it all.

4

## Inefficient reporting

Do you spend too much time collecting and analyzing financial data from multiple systems, minimizing your chances of making informed financial decisions?

5

## Lack of real-time data

Is it hard to get timely and accurate information about traveler details, finances, or customer interactions?

6

## Limited scalability

Is it hard to expand your travel business or adapt to changes in the market because your current systems can't handle it?

# How does ERP/mid & back-office software help travel agencies improve productivity?

- 1.** Imagine a world where you don't have to spend hours manually entering data or searching for missing information. [An ERP system automates repetitive tasks](#) such as invoice generation and BSP/ARC reconciliation, freeing up employees' valuable time to focus on what truly matters – creating amazing travel experiences for your customers.
- 2.** Tired of jumping between different programs and spreadsheets? [An ERP system will ease your processes, integrating your travel agency's operations on one seamless platform.](#) This eliminates information silos and streamlines workflows, allowing your team to work smarter, not harder.
- 3.** Errors happen, especially when dealing with tons of data. [An ERP system will help you eliminate those inconsistencies by ensuring data accuracy across all departments.](#) This not only saves you time and money but also improves customer satisfaction by providing you with reliable information.
- 4.** Have you ever wished you had a crystal ball to see travel trends or predict customer needs? While an ERP system isn't quite magic, it comes pretty close! [By providing real-time data insights, you can make informed decisions about everything from pricing strategies to marketing campaigns,](#) ultimately boosting your agency's profitability.
- 5.** [Imagine a team that feels empowered and less stressed because they have the tools they need to succeed.](#) ERP systems not only improve efficiency but also enhance employee morale by streamlining workflows and reducing administrative burdens. A happy and productive team translates into happier customers and a thriving travel agency.

# How to select the perfect ERP/mid & back-office system for your travel business

Research different vendors and their offerings. Read reviews, compare features, and don't be afraid to ask questions. Remember, the best system is the one that perfectly complements your travel agency's unique needs.

**Here are 3 key things to consider during your research:**

- 1 Don't just think about today – think about tomorrow! As your travel agency grows, you'll want an ERP/mid & back-office system that can grow with you. Choose a solution that's scalable and adaptable to your future needs.
- 2 Make sure the system you choose is user-friendly and intuitive for your entire team. Happy and comfortable users lead to a smoother and more efficient travel agency.
- 3 Even the best and brightest sometimes need a helping hand. Choose an ERP vendor that provides reliable customer support. This is critical to get the most out of your system and addressing any questions or issues that may arise.

## Tips for your research

Take a deep dive into your travel agency needs and pain points, and ask yourself these questions:

- What are your biggest pain points?
- What are your long-term goals?
- What features are essential for your travel agency operations?

**By understanding your needs, you'll be able to quickly eliminate systems that don't quite fit your needs and long-term goals**



We were looking for speed, efficiency, and flexibility in a user-friendly system. I can honestly say that's what we have with TravelOperations. I would not hesitate to recommend the platform and give it a 10 out of 10 rating

*Leivur Samuelson - 62°N*

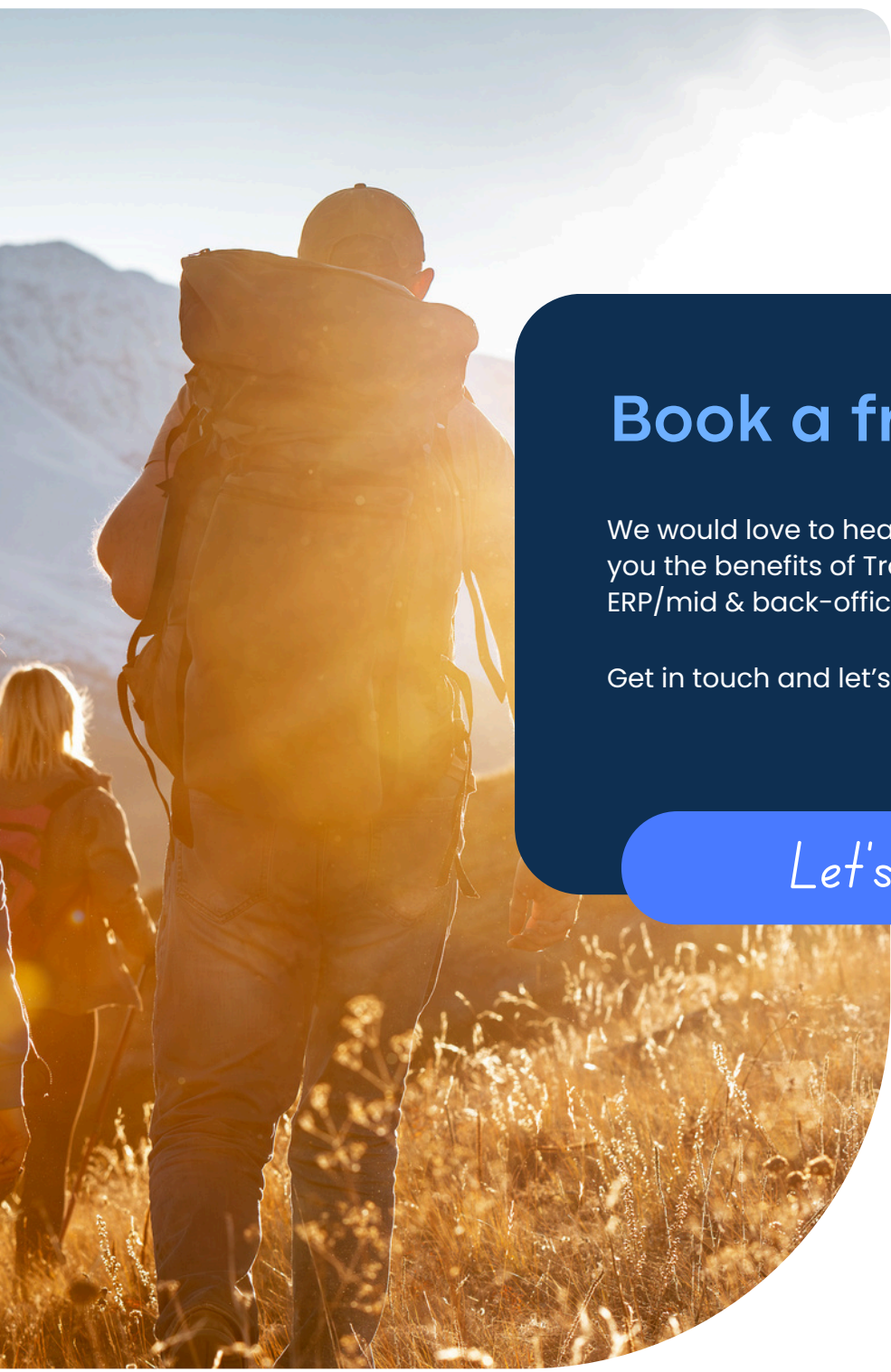
62°N

## Customer spotlight

62°N, a leading travel agency in the Faroe Islands with over **60 years of experience**, faced challenges with outdated legacy systems that hindered efficiency and flexibility. After trying various systems, they chose TravelOperations ERP/mid & back-office for its modern, cloud-based platform that streamlines travel and financial management.

With a modern platform, 62°N now has automated processes that eliminated data duplication, and significantly improved order processing speed. 62°N also benefits from enhanced efficiency, flexibility, and ease of use, with **19 users** quickly adapting the system, achieving a successful go-live within just three months.





## Book a free demo

We would love to hear from you and show you the benefits of TravelOperations ERP/mid & back-office.

Get in touch and let's schedule a demo!

*Let's talk*

