

INTOUR MALDIVES

<https://intourmaldives.com>

LOCATION

Maldives

GO LIVE DATE

April 2016

COMPANY TYPE

Tour Operator



IMPACTED REVENUE INCREASE AND THE SPEED OF PROCESSES - 5X QUICKER - WITH THE AUTOMATION OF PROCEDURES AND HAVING ALL THE DATA IN ONE PLATFORM

Intour Maldives is the leading wholesale tour operator in the Maldives for luxury travel specials with more than 20 years of experience.

They've become synonymous for high levels of credibility, quality service, and consistent delivery of commitments, whereby their satisfied client base has increased tremendously from world-over, with a very high ratio of returning customers, to all segments of accommodation.

Their staff's firsthand knowledge and expertise about the various products they offer helps create the perfect holiday experience. For their client base, prestigious Tour Operators worldwide, and their key suppliers in the Maldives, Intour Maldives is one of the most trusted and strong partners locally.

CHALLENGE

We talked to Hamza Saeed, Director of Product & Contracting at Intour Maldives, who explained their challenges and what they achieved after implementing Lemax.

They were using an in-house system built by a company based in India, but they wanted to switch to the web-based solution - to a system that launches updates regularly; as Hamza stated, they wanted to do their work online. They had a solution based on a local server. They often had connectivity and downtime issues, so they wanted to eliminate that and get a reliable, future-proof solution.

“We see Lemax as the all-in-one system which can help to improve our business. If properly fed, we are 4-5x quicker than we were before.” - Hamza Saeed, Director of Product & Contracting

SOLUTION & IMPACT

Having a solution deployed on a local server brought them lots of connectivity and downtime issues; that is something Intour Maldives managed to solve with Lemax as it is a web-based travel tech solution. Hamza stated that the most significant advantages of using Lemax are less downtime and the possibility to use the software anywhere, anytime if you have login credentials.

Speaking of the most significant advantages of using Lemax, he stated a few things.

"The whole process is transformed and improved. If you search for a property, you can easily see the availability depending on how we feed the system. I also like "one-touch" confirmations and cancellations. The automation of the procedures is a great capability. If properly fed, we are 4-5x quicker than we were doing before."

Hamza Saeed, Director of Product & Contracting

He emphasized that they can do a lot of things within one window; for example, with a booking, they can generate invoices, vouchers, and all needed documents, which can easily be adjusted with custom fields.

In general, [they were growing somewhere between 40-60%](#); the system brought easiness to their processes and partially impacted the revenue uplift.

The Maldives were closed in March-May 2020 due to the Covid-19, and considering that is the high season, they had a vast cancellation load at that time. The system supported them to control cancellations and how they manage them.

Hamza said that a switch from the in-house solution to a professional system where they usually get support in a couple of hours and knowing that they have a system that runs smoothly had helped them a lot.

"In one area especially, we have to do many transfers, organize lots of "meet and greet," and having it all in one place helps us work as a team and operate smooth operations. We see it as the all-in-one system which can help to improve our business."

Hamza Saeed, Director of Product & Contracting

ABOUT LEMAX

Lemax is a web based travel software for Tour Operators and Destination Management Companies (DMCs).

We help travel companies achieve the essence of their existence - providing unforgettable experiences to their Clients and excellent service to their Partners.

Our mission is to transform the travel industry from its foundations by digitalizing the business and automating manual processes covering the entire customer journey.

With more than 120 customers globally, we are leading the innovation and changing the way travel companies do their business by enabling them to focus more on their Clients and Partners, and less on administrative work that comes from serving them.

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