

<https://intourmaldives.com>



# INTOUR MALDIVES

CASE STUDY | INTOUR MALDIVES | TOUR  
OPERATOR

**Location:**

Maldives

**Go live date:**

2016

**Company type:**

Tour Operator



# INTRO DUCTI ON

Impacted revenue increase and the speed of processes - 5x quicker - with the automation of procedures and having all data in a single platform

Intour Maldives has been the leading wholesale tour operator in the Maldives for luxury travel specials for more than 20 years now.

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

Their staff's firsthand knowledge and expertise regarding various products help 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 strongest and most trusted local partners.



# CHALLENGE

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

They were using an in-house system built by a company based in India, but they wanted to switch to a web-based solution, a system that launches updates regularly. As Hamza stated, they wanted to migrate their work online.

They had a solution based on a local server. They often had connectivity and downtime issues, which they wanted to eliminate and get a reliable, future-proof solution.



We see Lemax as the all-in-one system which can help improve our business. We are 4-5x quicker than we were before.

— Hamza Saeed, Director of Product & Contracting

# SOLUTION



Hamza stated that the most significant advantages of using Lemax are reduced downtime and the possibility to use the software anywhere and anytime - you just need login credentials.

He emphasized that they can do many 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.



The whole process is transformed and improved. If you search 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 an excellent capability. If we feed the system properly, we are 4-5x quicker than before.

— Hamza Saeed, Director of Product & Contracting

# IMPACT

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

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

Hamza said that switching 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 helped them a lot.



We have to do many transfers, organize lots of "meet and greets", and having everything in one place helps us work as a team and operate smoothly. We see it as the all-in-one system which can help 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 - provide 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 partners globally, we are leading the innovation and changing how travel companies do their business by enabling them to focus more on their Clients and Partners and less on administrative work.

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