

TUI Nederland: seamless workflows thanks to the Amadeus Custom Desktop solution

In the continual effort to cut operational costs and streamline processes, TUI Nederland decided to consolidate ticketing activities at a single fulfilment centre in Enschede, Netherlands, and turned to Amadeus to help them. As further potential to optimise TUI's business was identified, Amadeus developed new scripts based on TUI's requirements to improve quality control and fulfilment processes through automation, building TUI's new Custom Desktop.

In brief

The challenge

- > Set up a seamless workflow through the automation of:
 - > the fulfilment process
 - > the quality control process

The solution

Amadeus Custom Desktop

- > A script launcher
- > Three customised scripts:
 - > quality control
 - > back office
 - > ticketing

The results

- > Enhanced efficiency through automated processes
- > Improved customer service



With these scripts, fulfilment times and errors have been reduced significantly.

Benedikte van den Heuvel
Manager Consolidating IATA, TUI

About TUI Nederland

TUI Nederland is a subsidiary of TUI AG, Europe's leading integrated travel and tourism group. Over a million customers trust TUI Nederland, the Dutch travel market leader. With several different brands such as Arke and Holland International, TUI Nederland has about 200 owned or franchised travel agencies focusing on leisure travel.

The Challenge

TUI Nederland decided to centralise ticketing at a single fulfilment centre in Enschede to improve efficiency and consistency and reduce costs.

Several steps of their booking process used manually triggered scripts for entering back office remarks and manual pricing, as well as TTP entries for ticketing.

The challenge was to create their Custom Desktop with a seamless integrated fulfilment workflow by automating activities and optimising use of Amadeus Selling Platform.

Amadeus identified and developed their Custom Desktop solution based on customised scripts and a robotic management tool. This improves the efficiency of TUI Nederland's agencies and complements their strategic move to centralise fulfilment activities.

The Solution

The Amadeus Custom Desktop solution allowed Amadeus consultants to define, develop and integrate three customised scripts as well as a script launcher on Amadeus Selling Platform following TUI Nederland's requirements.

The script launcher automatically starts the scripts when the terminal is switched on. Alternatively, agents can schedule scripts to start and end using the timetable management function.

Firstly, a quality control script automatically checks if predefined elements are present in the PNR and adds them if necessary. It also checks if bookings meet the required quality level and sends them either directly



Thanks to great teamwork, Amadeus delivered the product on time, working under tight deadlines and high pressure.

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to the back office queue if the PNR has been correctly filled out. If not, it is sent to a warning queue for manual intervention.

Secondly, a back office script enters back office remarks automatically in the PNR. Bookings containing all remarks are sent to the ticketing queue. Those with missing elements are sent to the warning queue to be treated manually.

Finally, a ticketing script automates the ticketing process and reduces manual intervention. When all the information has been received, the booking is completed and the ticket is issued.

Implementation

The project team, consisting of functional and technical experts as well as dedicated development resources, defined specifications based on TUI Nederland's requirements.

Customisation consultants developed and integrated the solution. Amadeus Benelux tested the scripts, handled any final changes before delivering the solution and provided support after set up.

An Amadeus project manager coordinated the team to ensure smooth implementation, fast delivery and optimal adoption by users.

The entire process took only two months.

Results

Thanks to the Amadeus Custom Desktop solution, TUI Nederland has significantly increased its automation level and decreased costs and errors.

"We have been using the new scripts for several months now and we can already notice tangible business results. The Amadeus team clearly delivered the objectives of the original proposal. It was a pleasure for us to work together with Amadeus consultants. They have strong knowledge and expertise" said Benedikte van den Heuvel, Manager Consolidating IATA, TUI

Following these excellent results, TUI Nederland asked Amadeus to work with them on extending their current Custom Desktop solution even further and to start work on new versions of the fulfilment solution which could be used by other activities in the company.

For more information, please contact your Amadeus sales representative or visit: www.amadeus.com/travelagencies.

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