Travelogic Database Management Services

Why do we provide this service?

At Travelogic we understand that our clients, the Tour Operator, often do not have the time or resources to set up their own supplier database. The Database is key to the accuracy and efficiency of our software and therefore it is vital that the database is set up correctly in order to make use of the systems many benefits.

Why do we need Travelogic to do this for us?

We have many years of experience! Since the beginning of Travelogic we have offered this service. We have a team of dedicated Database Managers who have been loading rates for many years and who have a deep understanding of the system and how the rates need to be set up. They understand the suppliers and the way in which they present their rates each year. They understand the supplier set up and can therefore translate this accurately and efficiently to Travelogic.

Can we set up our own Database?

Yes, of course you can. We have some clients who prefer to handle this work themselves, however from experience, this is not always the most viable option. You would need to consider the following:

1. Do you have a person in your office we can dedicate their time to this role?
2. Is the person who will be rate loading experienced in the industry?
3. Do they understand rate sheets and how room rates work, including room allocations and policies?
4. Is this person a quick learner, who has worked with tourism technology before and understands the concept of rate loading?
5. Can they get the initial loading done within 6 weeks?

We have often seen companies who try to get their own rates loaded, but without a dedicated resource, who is easily trained, this often fails. From our experience, we highly recommend that you use our team, even if it is only to set up the initial database, and from there you can have someone in your office maintain and update going forward.

How does it work?

We set up your database either on your server or on ours (hosted option) and give access to one of our rate loading team.

Our database administrator will be given a deadline for the initial work to be completed, but this will depend on whether they receive the rates from you on time.

You nominate someone in your office who will be responsible for sending us the rates that need to be loaded. This can be sent via email (one supplier per email), or via Dropbox or other shared drive.

Our consultant will work through each supplier and set them up in Travelogic. If they have questions or if anything is unclear, they will contact you directly for advice or extra information required.

At the end of each week, they will send you an update outlining what has been loaded in that week.

Once the database is 80% completed then we start with your consultant training so that you can begin using the system as soon as possible.

You will be invoiced for the work completed on the 1st of each month.

What are the costs?

1. The set up fees for your database can be expensive, but if you look at the benefits you will see that this service is a worthwhile investment.

2. You will be up and running and using Travelogic within the shortest possible time and therefore can start enjoying the benefits of the system which will cover the costs of the rate loading within a short amount of time.

3. You will benefit from our experience and expertise, which will mean that your database is accurate and 100% ready for use by the time you start using the system. This ensures that consultants are confident using the system and can enjoy the benefits of your investment.

4. You will not have to pay an additional staff member to complete this work and therefore save on your cost to company expenses.

5. Existing staff members, who are tasked with this job, will be able to focus on their core position and not be distracted with this very time consuming task.

6. We have the benefit of having loaded many of the suppliers previously and can therefore, in many cases, use our supplier templates to complete your work. If you are loading suppliers yourselves then you will be starting from scratch with each one.

The fee is charged on an hourly rate that will be quoted by our Sales Manager. Should you have more than 80 properties then a flat fee can be negotiated.

I have so many properties to load!

We often have new clients that tell us that they use over 300 properties, so this will take ages to load and cost a fortune.

We always advise the following:

1. Take some time to go through your list of 300 and remove any that you have not used recently. Do a clean out of your existing list and therefore reduce the amount of properties to a list of those that you actually use on a regular basis. The others can always be added later.

2. From this updated list, prioritise those that you absolutely have on the database from Day 1. These are the properties or suppliers that you would send to us first, and we can therefore ensure that these are the ones that are in by the time you want to start using the system.

3. Once we have loaded your priority suppliers, you can break down your list even further in to a 2nd or 3rd batch, in order of importance.

We find that in most cases, that by breaking down your initial list, we are almost halve the cost of the initial set up.

Accuracy

Our commitment to our clients and to your business is that we load with the utmost care, as accurately as possible, and within the shortest possible time. My consultants are highly trained and have a testing process that they must follow in order to ensure the highest accuracy of any work done on your behalf.

However, my team are human, and errors may occur from time to time. It is therefore always up to the Tour Operator to ensure that all quotes are checked before being sent to a client.

Equilogic and its employees cannot be held financially responsible should an error occur, but we will test and correct any such error as soon as it is brought to our attention at no additional cost to your company.

We can say though, with absolute pride, that we very seldom encounter any issues around accuracy, and strive to provide a quality service that you can trust.