

Case Study Voyager Travel



Summary

Yellowfin provides Voyager Travel with an advanced customer portal that provides them with a unique advantage in the highly competitive corporate travel industry and saves them \$150,000 per annum in manual reporting processes.

Voyager Travel is a leading Australian corporate travel management company that assists their clients to efficiently manage their corporate travel expenditure.

The Yellowfin (ZUNO) solution allows Voyager to deliver real-time online analysis of corporate travel programs to their customers and eliminates manual reporting processes.

Company

Voyager Travel is a leading corporate travel management company.

Formed in 1973 Voyager Travel has over sixty highly experienced staff supported by advanced technology, state-of-the-art communication links, and national and global alliances.

Voyager's growth has been driven by their commitment to clients through the outstanding provision of corporate, leisure and conference services.

Voyager Travel has an outstanding reputation by adapting to the times and excelling in the fundamentals of the service industry.

Challenge

In the highly competitive market of corporate travel, Voyager Travel needed a business intelligence solution that would give them a unique product in the market and enable their customers to view their corporate travel data online and in real-time.

Voyager Travel were seeking a solution that was automated, time efficient and eliminated the manual reporting processes that were costing the company over three weeks in manpower per month and \$150K annually to manually generate reports process client reports.

They also sought a customer facing reporting portal that enabled their customers to login securely to view and analyse their own corporate travel data.



Solution

In order for Voyager to be more competitive, Yellowfin built Voyager's data warehouse enabling them to house and access all of their business critical data from which they could generate reports and analytics.

Working closely with Voyager Travel, Yellowfin developed a corporate travel management solution (ZUNO).

ZUNO offered customers the ability to benchmark their corporate travel costs against other companies, receive email alerts when KPI targets were not achieved, provide early detection of non-compliant travel and generate customised dashboards and reports.

Results

Prior to working with Yellowfin and implementing a business intelligence solution, Voyager Travel were having to deal with manually sorting through mountains of data and did not have transparency of their clients obligations to their preferred airlines.

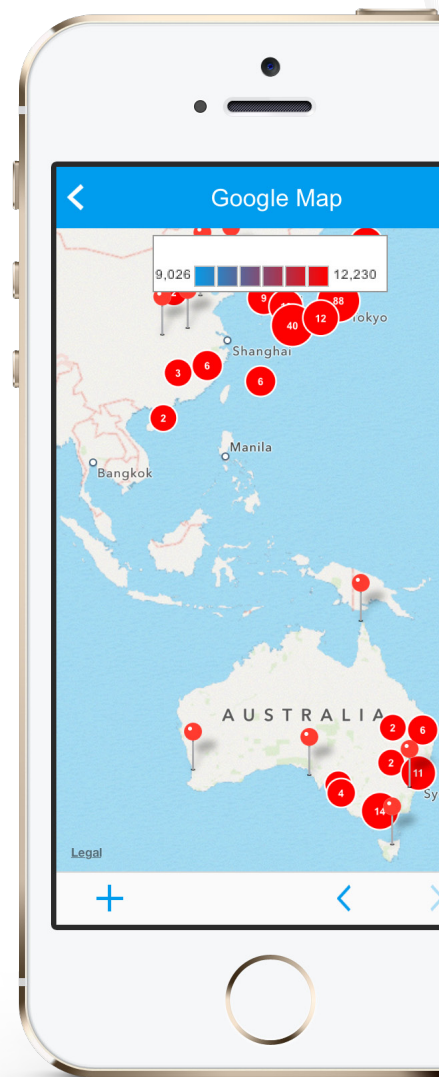
By implementing Yellowfin (ZUNO), Voyager can now offer their clients an industry leading business intelligence solution that enables them to quickly and easily manage critical corporate travel data and reports.

Previously, Voyager Travel lacked a competitive advantage in the corporate travel market and were not able to provide reporting of global vendors.

Today, Voyager is well placed in the market by providing an industry leading reporting and analysis solution that is time and cost efficient.

"In a dynamic and ever changing industry such as travel, it is imperative to have a distinct competitive advantage that correlates to the times. Yellowfin provides us with that advantage".

Richard Savva
CEO, Voyager Travel



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