

Client Case Study – MY HOTELS



TravelCarma played a major role in launching our brand. They provided amazing technical assistance and built our website from scratch. They also fulfilled all our complicated and custom requirements. Their support team is proactive and on many occasions has fixed issues even before we reported them. They provide everything an Online Travel Agency needs at an affordable price – CEO, MyHotels



Client Overview

MyHotels is a one-stop-shop in Saudi Arabia for international hotel bookings. Through a user friendly and effective interface, the online accommodation booking website provides real-time search and reservations for more than more than 627,000 accommodations (hotels, resorts, apartments and villas) worldwide.

Client Requirements

- MyHotels wanted to launch an online portal through which its B2C clients in Saudi Arabia could book hotels online.
- The website had to be bilingual, supporting both English and Arabic language(Right to Left)
- They also wanted the website to be mobile responsive, as many of their clients preferred booking on mobile devices.
- The client had XML API contracts with two hotel suppliers, which they wanted to integrate into the booking engine to provide consolidated feeds to customers.
- They also needed a back-office system that would help them manage their business rules and provide in-depth reports and analytics for their management team.
- In order to process online payments in Saudi Riyal, they also needed to integrate a local payment gateway, along with an SMS Gateway to send booking notifications to customers via text messages.

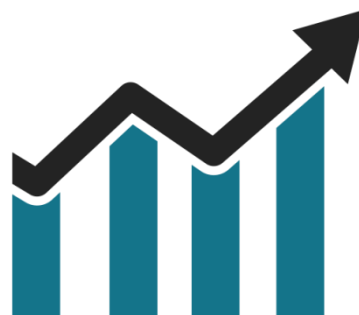
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How TravelCarma Helped

- TravelCarma provided MyHotels a completely cloud-based hotel booking system that allowed it to distribute its hotel inventory across the country.
- The system was integrated with two major hotel suppliers as well as GIATA for hotel content mapping
- The online portal provided by TravelCarma was 100% mobile responsive and made available in both English and Arabic
- We also provided a content management system to help the client easily update and manage the portal content.
- In addition to the b2c self-serve portal, we also provided our call center module that enabled MyHotels employees to make reservations on behalf of its customers, using the same live feeds powering the b2c booking engine. It also helped the staff manage all the registered customers and their bookings from a centralized interface.
- We also provided a back office management module to help them efficiently manage their portal policies, suppliers and pricing rules.
- The client also had some directly contracted hotels locally for which we provided an inventory management system (CRS) to help them manage their contracts.

Results

- Using the solution provided by TravelCarma, MyHotels was able to launch a fully-fledged online travel agency in a very short time.
- The ease and convenience of being able to book online made life extremely easy for its customers and ultimately helped it generate more revenue per customer.
- An online presence also improved their visibility and helped them attract new clients in and around the country.



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TravelCarma offers Multiple Benefits on a Single Platform

Higher Sales &
Distribution



Easier Inventory
Management



Faster Quote
Creation



Centralized Booking
Management



Accurate Tracking
& Reconciliation



Better Revenue
Management

Contact us for a Quote Today

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