

Costly mistakes Travel Agencies should Avoid when choosing a **Travel ERP**

Not being fully aware of what you really need

- Don't invest in a system just based on brand name or somebody's recommendation
- Understand if it fits your specific business
- Prepare an RFP document detailing your requirements with appropriate weightage against each item
- Send potential vendors this RFP document and ask them to send you a proposal based on it



Choosing a system based on cost alone

- A low cost solution may lack many critical features or may not be scalable
- Focus on value and ROI rather than cost
- Compare systems based on the value for your business and choose the one which offers the best value



Focusing only on the booking engine part

- Don't focus only on the front end and the look-and-feel of the booking engine
- Pay attention to the back office capabilities and productivity features



Choosing the wrong implementation model

- Travel ERPs are typically available in two models based on where they are hosted: Cloud-based and On-premise
- Take time understanding both models and then decide what's best for your business



Ignoring the people behind the product

- Pay attention to the team's experience, not just the product
- Take into account the vendor's organization culture, personalities and approach to customer service

