
Geode Software Project Profile

Passenger Booking Management

Industry

Travel

Need

The client was using a completely manual process to manage portions of a passenger's travel arrangements. This process was highly unreliable as it spanned multiple departments and arrangements often got lost. This reliability problem resulted in large percentage of arrangements being cancelled due to poor customer service. The client needed a system that would consolidate information and provide a manageable workflow.

Challenges

- The system effected all departments within the organization
- The process often varied from passenger to passenger, so the application needed to be as flexible as possible
- The application needed to be designed around and in conjunction with an operational reorganization

Solution Type

Microsoft Office Automation

Solution

The resulting application utilized custom forms in Microsoft Outlook to manage and categorize booking information. The system allows users to view and categorize a booking throughout the entire workflow and provides management oversight of overdue tasks, which improves customer service. Lastly, since Outlook forms are easily customized, the client has the flexibility to change as their needs change.

Result

The resulting solution streamlined a previously unmanageable process, and drastically reduced the rate of cancellation due to customer service problems. Since the solution is built with Microsoft Outlook, the client has been able to successfully customize the forms and workflow as their needs have changed.