

Introducing new travel technology into a business



What do travel companies really
need from technology and their tech
suppliers?

The need for change



Understanding exactly what the customer requirements are and how quickly a new system needs to be implemented

Is change absolutely necessary?



Determine if your current system is
fit for purpose.

When change is necessary what next?



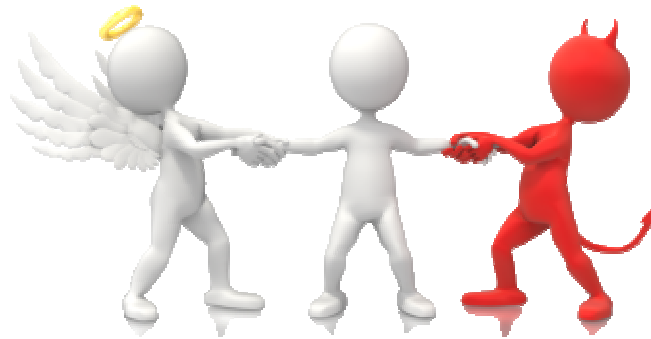
Once you're convinced a replacement system is necessary and required the roller coaster ride begins.

How do you decide which system is best?



So many systems and not enough time!

Going with an established relationship or something new



Better the devil you know than the devil you don't!

Once the decision is made a
weight is lifted...



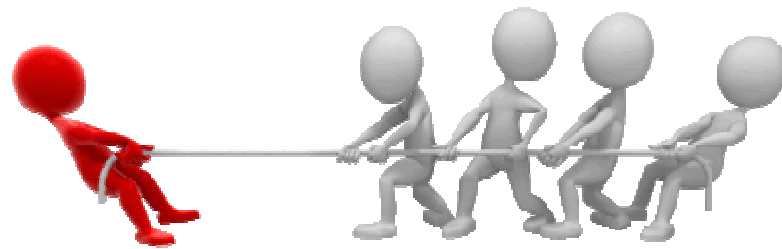
...to be replaced by the mountain of
work involved in any new system
implementation!

So begins the real Project Management



The use of Project Management Tools
can be invaluable as well as counter-
productive!

The system supplier should not be...



...pulling everyone over to their point
of view!



Once the project is up and running...



...any new system needs to fully take into account what it is replacing and why!

Bringing all interested parties together...



...to allow focussed and coordinated
input from all sides.

Assisting the customer with promoting the benefits...



...to alleviate the stress and worry
over the need for change.

People are different...



...and so are companies.



Setting realistic timescales...



...and sticking to deadlines.



Ensuring the personal touch...



...and avoiding the locked doors!

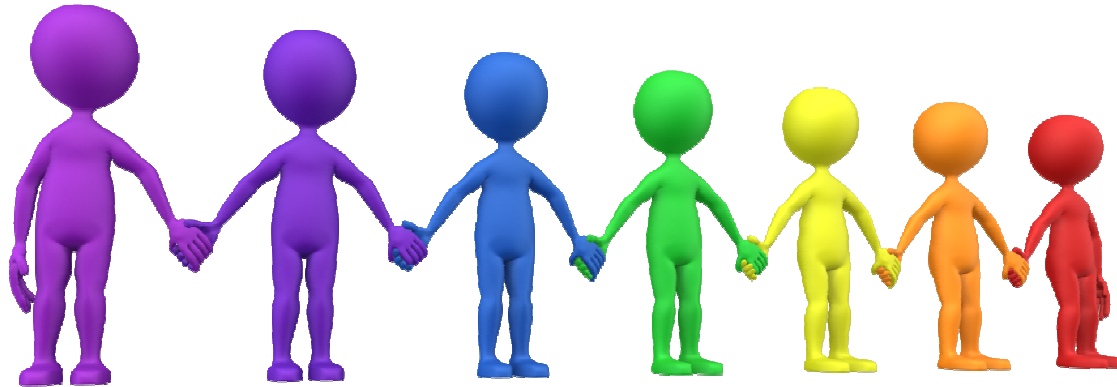


Helping the customer to improve their own organisation...



...whilst allowing the customer to assist
in improving the suppliers product.

Hand hold the customer throughout the full implementation ...



...whilst the customer needs to ensure
they invest the required time and
manpower.

Hindsight is a wonderful thing...



...but with project deployment it is
not really a practical tool!

See the project as a joint effort ...



...and celebrate the successful
implementation together.



In summary...



...old adages and worn out hackneyed sayings can often be very valid.

