

British company solves USA tour operators web booking problems

Holiday IT, the Durham-based provider of IT solutions to the holiday industry has completed a major project on behalf of one of Florida's foremost receptive tour operators.

Welcomeusa, based in Orlando, drafted in Holiday IT to completely re-write their reservation system and develop an exciting web site with a secure online booking system featuring host to host capability for their clients.

Welcomeusa's existing RTO dos-based reservation system was cumbersome, with limited user rights and a large percentage of down time.

Holiday IT created a web site with over 1,000 properties on it supported by 10,000 pages of information controlled by a content management system that allows Welcomeusa to make changes themselves by adding new properties and deleting old ones. This now enables them to react quickly to competition prices and thus proactively promote their business.

The Microsoft 'dot net' platform has been used to incorporate the online booking system because of its acknowledged reliability and speed of transporting online data. It also features a host to host capability that adds interest for site visitors and helps Welcomeusa attract new business.

The interface has been designed to transfer every transaction within the business to the Quick Books accounting package for accurate and up-to-date financial management, thus alleviating some of the administrative burden.

A major part of the project necessitated the import of all existing Welcomeusa data - including 12,000 live bookings - from the old system into the new one and to manage any changes that were needed.

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Notes to editors:

1. Receptive tour operators are companies that administer tours
2. See www.welcomeusa.com to view the website created by Holiday IT, view the company profile and services offered.