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Case Study: Dahlan Tours & Travel

Introduction

Dahlan Tours & Travel is a corporate travel agency based in the Middle East with 5 Branches throughout Jordan and Iraq. Dahlan have been working with Micros since 2009.

Technical overview

Dahlan use a single database server with a scalable number of terminal servers in front of it to service the individual branches. 100% of their bookings are made in the GDS (either actively or passively), which are then downloaded into Traveller automatically.

Master file updater keeps branches in line with each other meaning that one set of administrators has viewership and control of all masterfile and system configurations for all branches.

Dahlan use our multi-currency software amongst other internationalised modules and benefit from some custom code changes we have made for them in order to accommodate the needs of their customers such as extra documents in Arabic.

All PNRs are processed via Quality Control and Auto Ticketing which has enabled Dahlan to implement an entirely touchless file finishing process. All booking data is then distributed to the client via AirWeb Document Delivery and all tickets are tracked using Micros eTrak.

Responsibilities

Dahlan Tours & Travel Co. host their own Traveller related software and are responsible for backup and maintenance of hardware. Dahlan Tours & Travel also run their own first line support desk in-house. Micros are responsible for 2nd line support.

Micros bureau and manage all elements of hardware and support for eTrak, QC, AutoTicketing and Document Delivery.

High Level Interfaces / Structure

