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Case Study: Dawson & Sanderson

Overview

With 27 offices based throughout the Northeast of England, Dawson and Sanderson focus equally on both Corporate and Leisure Travel and have been working with Micros solutions since the early 90's.

Technical Overview

Dawson and Sanderson utilise both the Micros Traveller mid/back office system and SABSLeisure as point of sale system as well as Micros' Quality Control system for file finishing activities for their Corporate Travel business.

Micros have also written a bespoke accounts interface within which all data from Traveller is passed directly into Dawson & Sanderson's accounting system of choice, Great Plains.

Furthermore, Micros have also written an interface for Dawson & Sanderson which integrates their online booking tool from TravelTek into Traveller, providing them with a seamless handoff of booking data from their website to the mid/back office and accounting system.

With a turnover in excess of £100 million, Dawson and Sanderson host their own hardware and have their own first line support team who manage queries from users. Micros then provide second line support as required.

Dawson & Sanderson have been a client of Micros since the early 1990s, leaving for a brief period of approximately 4 years, before reselecting Micros in 2005.

Responsibilities

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

High Level Interfaces / Structure

