



micros® | TRAVEL

Case Study: Redfern Travel

Introduction

With 20 staff based in offices in both Bradford and York, Redfern have been working with Micros for over 10 years.

Primarily focussed on corporate travel within the Public Sector arena, Redfern turn over in excess of £40m in rail and BSP transactions annually.

Technical Overview

All reservations are made in either Sabre or Evolvi and downloaded into Traveller where all documentation and financial activity is processed automatically and all data passed off into the MIS Reporting system for the production of agency and client facing reports. For those bookings allocated to an AirPlus, AmericanExpress or Diners Card, Traveller also produces the handoff file on behalf of the agency to the card supplier.

Redfern also utilise Micros' SABSCorporate Product to provide their public sector customers with a single online booking portal in which they can make rail, air and hotel reservations (content provided by Evolvi, Conferma and GDS). These bookings are handed off automatically to the Micros Quality Control system, which enhances the content of the PNRs prior to the automatic and touchless download of the booking into the back office system where documentation is automatically emailed directly to the booker or traveller.

Micros have also provided an accounts interface within which all data from Traveller is passed directly into Redfern's accounting system of choice, Sage Line 100.

Using Micros point of sale, mid/back office and QC products have achieved in excess of a 95% automation of reservations.

Responsibilities

Redfern host their own hardware for Traveller and are responsible for the backup and maintenance of their hardware. All hardware for SABSCorporate and Quality Control is hosted by Micros. Micros are responsible for development, maintenance and 1st & 2nd line support for all of Redfern's systems.

High Level Interfaces / Structure

