



The Ultimate in Customer Experience Management Technology

Built for the Travel & Leisure Industry

[inspiretec.com](https://www.inspiretec.com)



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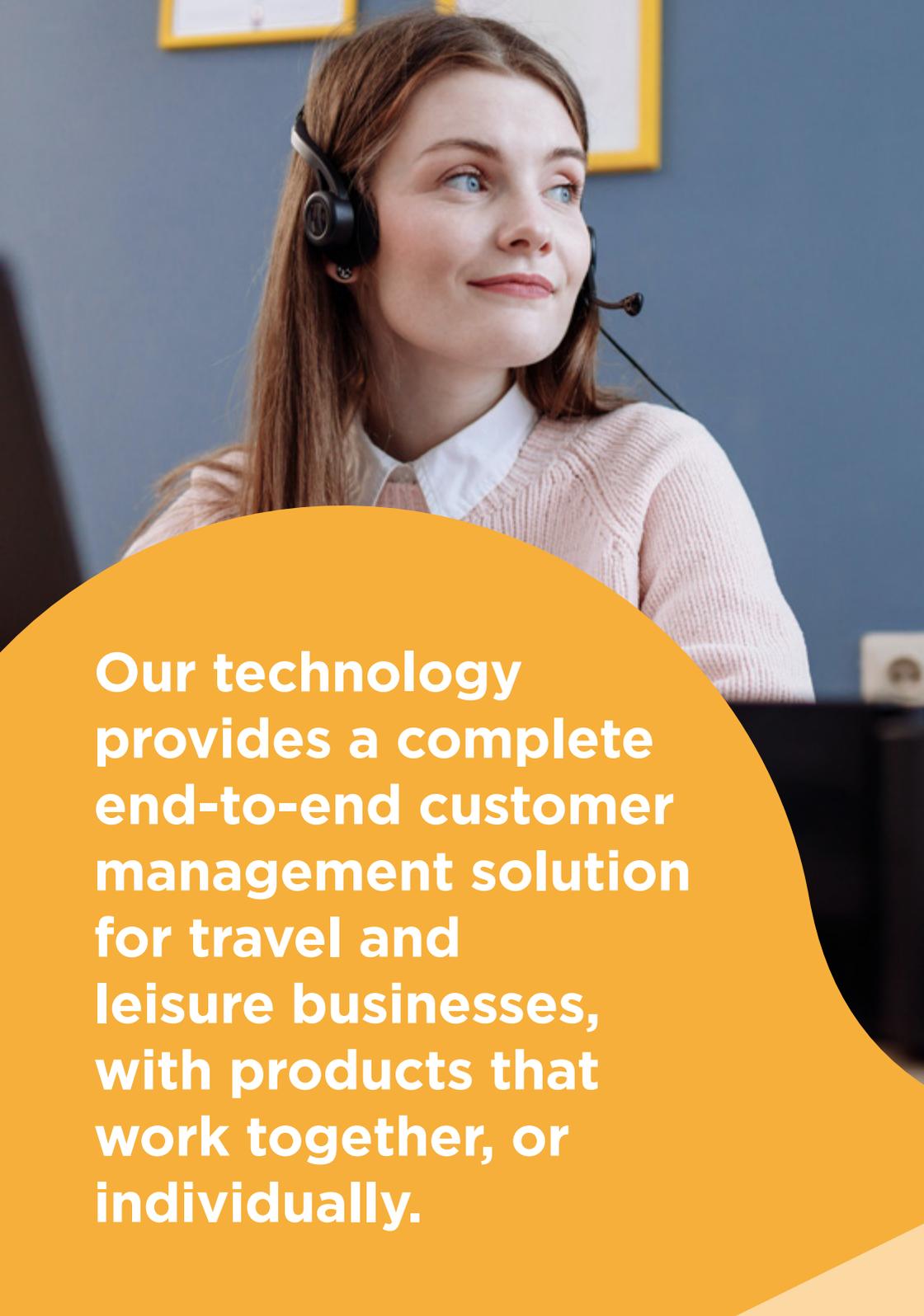
Inspired Solutions Deliver Great Results

Inspiretec unlocks the power of technology to solve the challenges facing the travel and leisure industry and help your business grow.

Created specifically for travel and leisure businesses, our customer experience management solution helps you deliver the very best experience for your customer, from enquiry through to booking and aftercare.

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integration

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|-----------|-----------------|
| 05 | Products |
| 06 | CRM |
| 09 | Reservations |
| 12 | Web |
| 15 | Connect |
| 16 | Agent |
| 17 | Data |



Our technology provides a complete end-to-end customer management solution for travel and leisure businesses, with products that work together, or individually.



A dynamic single view of the customer allows you to create customer loyalty and increase bookings.



Simplify how you search and book travel and leisure with a complete end-to-end reservation solution.



Delight your customers, wherever they are, with an intuitive website that's unique to your business.



React to booking changes as they happen with our secure automated booking change engine.



Increase efficiency and sell more with a full agency management platform designed for retail travel.



Make faster, more informed decisions with industry insights at your fingertips.

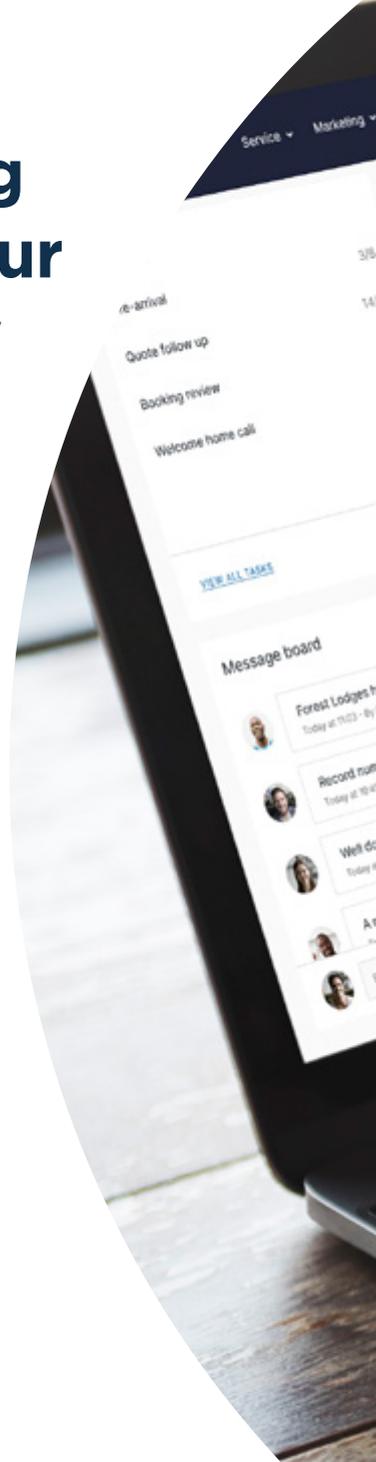


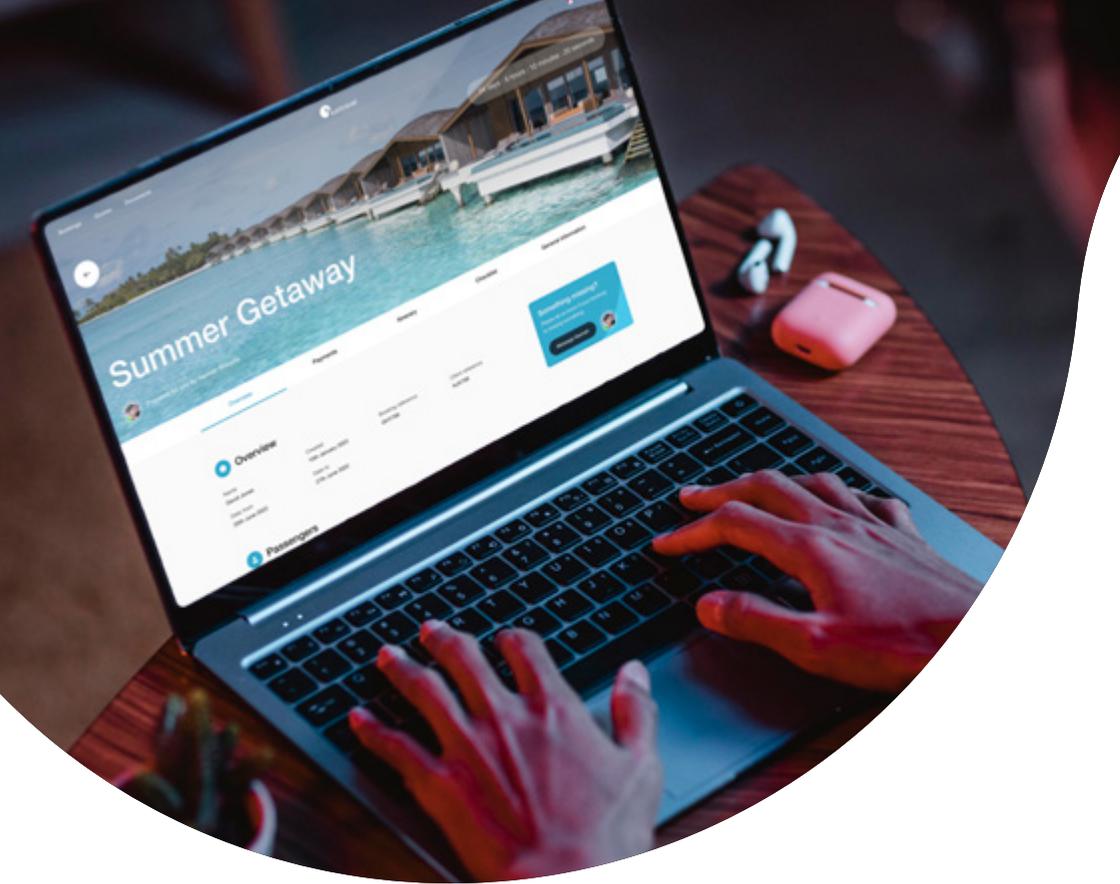
Deliver outstanding management of your customer's journey

From inspiration to destination

Our travel-specific CRM allows you to offer a seamless experience across all customer touchpoints. A dynamic single view of the customer combined with our workflow, personalisation and marketing tools helps you gain a deeper understanding of your customers to strengthen conversations.

- Empower your users to make every customer feel as though they're your only one
- Create laser-targeted marketing campaigns to boost awareness and grow sales
- Track every lead from first contact and never miss a potential sale
- Manage all your enquiries in one place with our omni channel reporting
- See what works and what doesn't with CRM's pipeline and conversion reports
- Stand out from the crowd with best-in-class personalised customer service





New CRM modules

Self Service

Empower your customers to manage their details with a fully branded self-service website

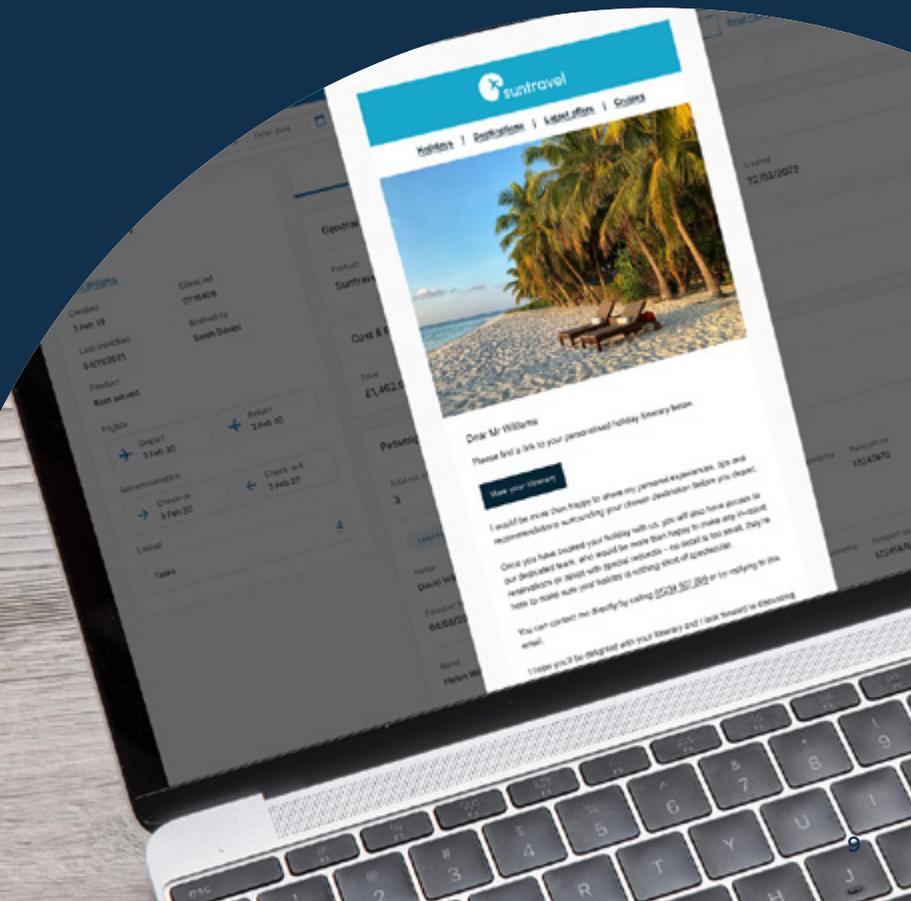
- Save time by enabling customers to update their own APIS information
- Manage travel documentation library
- Send a message to an agent
- View all quotes and bookings
- Let customers tell you what they like and how they want you to contact them to increase their likelihood to buy
- Access offers, incentives and upsells

New CRM modules

Documentation

Rich interactive quote and booking documentation to excite your customers

- Automatically create and send travel documents
- Stylish, dynamic destination-driven content
- Powerful, yet simple-to-use templates
- Personalised messaging for your customer
- Integrated customer-to-agent feedback workflow



Home > Quote

Add components

- Flight + Accom
- Accom
- Flights
- Travelink Flights
- Cruise Search
- Transfers
- Car hire
- External car hire
- Extras
- Misc
- Grab PNR

Quote admin

Quote documents

Cruise Search

Cruise type: Ocean
From: 02/09/2022 To: 05/09/2022

Cruise line: Royal Caribbean International
Ship: All Cruise Ships
Region / Base: All Regions
Min Duration: Max Duration: Create cruise Search for a cruise

Advanced options

Select cabin grade

Select cruise

30 cruises departing between 02 September 2022 and 05 September 2022

| Cruise | Start | Port | Duration | Region | Price | Book | Book | Book | Book | Continue |
|---|-------------|-------------------------|----------|---------------|-----------|-----------|-----------|-----------|----------|----------|
|  6 Night Bermuda Cruise Line: Royal Caribbean International Ship: Enchantment of the Seas | 02 Sep 2022 | Baltimore, Maryland | 6 nights | Caribbean | from £422 | from £504 | from £749 | from £875 | Continue | |
|  5 Night Western Caribbean Cruise Line: Royal Caribbean International Ship: Grandeur of the Seas | 02 Sep 2022 | Baltimore, Maryland | 5 nights | Caribbean | from £381 | from £469 | from £606 | Continue | | |
|  3 Night Bahamas & Perfect Day Cruise Line: Royal Caribbean International Ship: Independence of the Seas | 02 Sep 2022 | Galveston, Texas | 3 nights | Caribbean | from £271 | from £314 | from £394 | from £390 | Continue | |
|  5 Night Cuba Overnight Cruise Line: Royal Caribbean International Ship: Navigator of the Seas | 02 Sep 2022 | Galveston, Texas | 5 nights | South America | from £420 | from £479 | from £580 | from £629 | Continue | |
|  7 Night Alaska Experience Cruise | | Port Canaveral, Florida | 3 nights | | | | | | | Continue |
| | | Los Angeles, California | 3 nights | | | | | | | Continue |
| | | Los Angeles, California | 3 nights | | | | | | | Continue |
| | | Seattle, Washington | | | | | | | | Continue |

Mr. David





Search, cost and book travel with ease

Through one flexible platform

Our complete end-to-end reservation solution allows you to simplify the process of searching and booking travel and leisure, so you can focus on what matters most – delivering an exceptional customer experience..

Maximising future-proofed technology, Reservations offers a customer-centric way of doing business, which is why it's the chosen booking and reservation system for some of the world's biggest travel brands.

- Eliminate manual, time-consuming processes with advanced quote and booking features
- Gain granular insight into your business with fully integrated and automated reporting
- Manage and load complex contracts with ease
- Tailormade, dynamic package and tours in one system
- Effortlessly email itineraries and customer documentation
- Integrated with a range of 3rd party suppliers and payment providers



Creating an online destination for your customers

As alluring as their real-world journeys to come

We understand travel and leisure and how your customers want to feel. Combining this industry knowledge with intelligent strategy, design and the latest technology, we create intuitive websites that help you delight your customers, wherever they are.

Our multi-faceted and insanely talented in-house digital agency offers a full, end-to-end service – from concept to launch.

- Use our extensive web development expertise for a website that consistently outperforms others in design, UX and ROI
- Strategic insight and user-centric creative design that accurately conveys your core offering and identity
- Powerful travel transactional and experimental experiences leveraging our unrivalled CMS implementation and integration experience
- Engineer rich mobile and app experiences that put you directly in your customer's hands - anytime, anywhere
- Distribute aspects of your content across every facet of your digital presence to maximise exposure and engagement



Mon - Fri 9:00am - 5:30pm
Sat 10:00am - 4:30pm
01242 386 471

Abercrombie & Kent

LOGIN OR REGISTER

Search

DESTINATIONS HOLIDAY IDEAS TRIP FINDER SPECIAL OFFERS BLOG VILAS & SPA ABOUT US CONTACT US

HOME DESTINATIONS AFRICA BOTSWANA

Botswana Luxury Safaris

ENQUIRE

The holiday ideas on our website are just examples of the amazing trips we offer

John is here to help to plan your tailor-made holiday to Botswana



John Davies
TRAVEL CONSULTANT

01242 386 462

ENQUIRE



- ENQUIRE
- BOOKINGS
- WISH US
- WISHLISTS

BEST TIME TO GO
March - November

HOLIDAY LENGTH
11 nights

PRICE GUIDE
From £2,595

HOLIDAY TYPE
Tailor-made

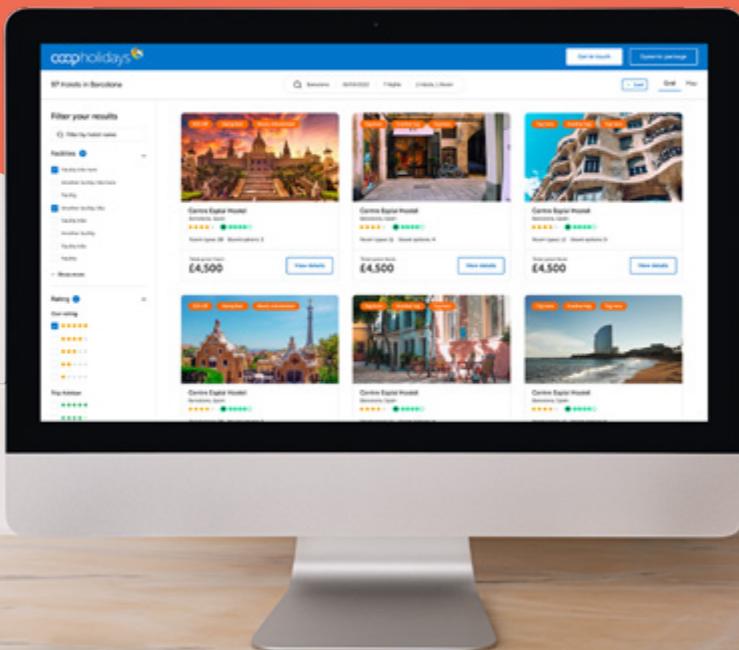
EasyWeb

Get online in less time with a pre-built website that comes ready with a travel booking journey for you to brand your own

We've been delivering well-optimised, intuitive and flawlessly functional websites since 1995.

Using this extensive knowledge and expertise we have created EasyWeb, a new turnkey web product for travel and leisure businesses allowing you to offer your customers a responsive, high-converting website without the need for custom development.

- Seamless integration with our booking and reservation system
- Personalised design with your branding, style and colours
- Go live in less time with rapid development and release
- Built on the latest technologies with auto-updates
- Access to loaded and dynamic inventory from hundreds of suppliers
- Both B2B and B2C websites





Changing the way you manage changes

React to booking changes as they happen with real-time updates

An unprecedented number of quote, booking and flight changes, alongside a reluctance to share information, has resulted in the end customer knowing about booking changes before the consolidator, tour operator or agent.

Connect, our secure automated booking change engine, streamlines the communication of these changes, reducing manual tasks and wasted time while respecting trust and data privacy. With one simple goal, to improve the experience for the end customer.

- Drive efficient customer service with automated identification of changes
- Actively manage change notifications via automated emails and self-service portal notifications
- Flag tasks and create agent call lists to contact customers quickly
- Proactive and efficient branded communication delivers positive customer experiences
- Complete protection and segregation of end customer data from tour operators or travel agents



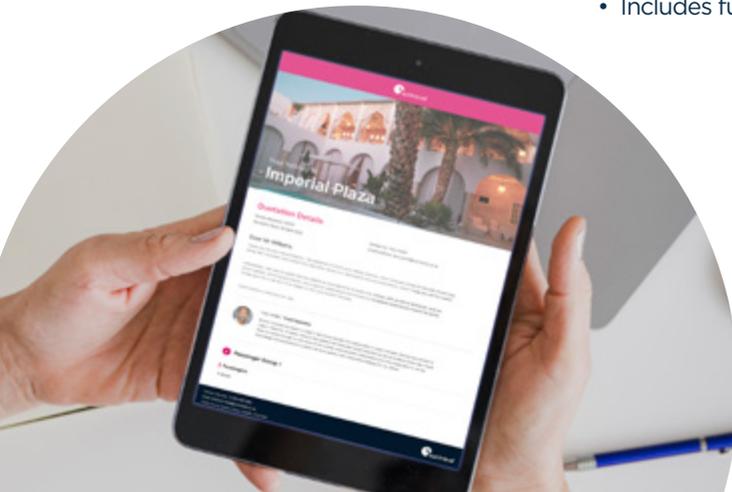
Agent management made easy

Deliver a seamless experience for your agents and customers

Our new retail travel platform allows you to spend less time on administrative tasks and more on value-adding activities that only a travel agent can provide.

Built on decades of retail experience, Agent is a full agency management platform that puts the latest customer-centric cloud-based technology at your fingertips. With powerful yet easy-to-use tools, you can increase efficiency, sell more and deliver the best possible customer experience every time.

- Create attractive quotes with rich content and images
- Automate communications, including enquiry follow-ups and balance chasers
- Unified omnichannel enquiry management
- Intuitive reporting by agent, agency, head office and region
- A dynamic single view of the customer
- Streamline your workflow and customer documentation
- Automatically retrieve bookings from supplier portals
- Includes full CRM functionality





Data

Data-driven decision-making

To move your travel business forward

Make faster, more informed decisions with information at your fingertips. Our platform generates vast amounts of data which we combine to craft useful industry insights showing you overall market performance as well as how your business compares.

Real-time data tools and machine learning allows you to identify patterns, track trends and spot nuances. With this valuable insight, you can improve operations and provide better customer service that will ultimately increase revenue and profits.

- Adjust your prices based on predicted demand to maximise return
- Prioritise customers most likely to convert
- Track the popularity of destinations and suppliers with heatmaps
- Benchmark your enquiry to quote-to-book ratios against the market
- Focus on the channels that work best by measuring the cost of acquisition by attribution source
- Use trend data to identify opportunities for growth

darwin
escapes

ski club
great britain

villaselect

Ramblers
Walking
Holidays **R**

citalia
the leading Italian specialist

QUEEN
ELIZABETH
OLYMPIC PARK

WEXAS
TRAVEL
EST. 1972

ALPINE
ELEMENTS

sunair
ukraine

AROSA
Creating differently

GOLDMEDAL

Turquoise
The Turquoise Holiday Company

G Touring

coopolidays

AVIATE
WORLD

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“As we were drastically increasing the number of departures per year, we needed a platform that would automate not just the building of the product, the inventory, price management, sales and accounting processes, but also the front end booking process, which to date had been very manual. Inspiretec brought the most functionality to what we required, with the least amount of customisation.”

Melanie Carter | Director, Travel | CAA Club Group



Travelopia



PROFIL
REJSER



ELEGANT | RESORTS



“Inspiretec’s CRM is a key part of our technology puzzle, allowing us to focus on customer experience using our existing data, through a personal omni-channel experience. CRM also focuses our team to work efficiently and effectively, analysing our sales, marketing and strategy, whilst improving the way we deliver a personalised and bespoke holiday service to our clients.”

James Bell | Managing Director | The Turquoise Holiday Company



**Get in touch to discuss
how we can help you
reach your business goals**

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