

Tourism / Transport / Leisure

The tourism industry is going through radical changes, particularly with the arrival of the Internet as it makes competition even harder, faced with a more knowledgeable and demanding clientele.

A decrease in margins due to rising fuel prices, the arrival of low cost companies, high competitive pressure and the need to differentiate through value-added services—all this is forcing market players to find new solutions to stay ahead of the competition.

Moreover, fewer intermediaries are involved in transactions and this significantly impacts the economic model, driving companies to offer an extended range of services to strengthening the margins.

Consequently, the people in charge of customer interaction must be competent in a range of topics and different tools. This versatility must not minimize the need for consulting roles.

Customer relationship management must reflect this context. Outsourcing is clearly the ideal choice for reducing costs while maintaining a high level of quality and versatility.

Our areas of expertise:

Our services can be multilingual.

- Information and reservations
- Order taking
- Account management
- Loyalty program management
- Claim management
- Crisis management
- Sales assistance
- Technical assistance