

Case Study

Tour Partner Group

United Kingdom

Partnered with
Tourplan in 1997



About



Tour Partner Group is a group of leading B2B DMCs for the UK, Ireland, the Nordics and Baltics. We bring together more than 300 destination specialists, designing B2B travel for Groups and FIT. Along with our MICE division, HORIZONS by Tour Partner Group, we are the experts in creating authentic experiences and memories that last a lifetime. With offices in London, Edinburgh, Dublin, and Copenhagen, we proudly serve as destination specialists, uniquely positioned within the regions we promote.

Count on us as your ideal partner in crafting European tours for the travel business. Our mission is to deliver personally tailored, authentic tours. Perfectly.



We're incredibly proud to have joined forces with Tour Partner Group back in 1997. It's been an honour to be part of their journey and witness their remarkable growth and success.

In the following section, we delve into the insights shared by Jette Menzer, Head of Applications at Tour Partner Group, as she elaborates on their journey and the significant impact Tourplan has had on their business transformation.

Business Requirement

Our initial business requirement was to find a fully integrated software solution that could assist in automating repetitive tasks, streamline processes, and enhance the overall company efficiency. However, this evolved as Tour Partner Group grew and expanded to its current size. The emphasis shifted towards ensuring the scalability of the solution to meet our evolving business needs and market demands, along with managing increasing workloads. Tourplan offered a scalable solution that helped improve overall operational efficiency and increase profitability.

As our business grew, there was an increased focus on enhancing the reporting capabilities to gain valuable insights into our business operations. Tourplan provides invaluable business intelligence to guide our business strategy and growth plans.

The Process

During the initial implementation phase, as well as throughout the creation of a new database and the transition to Tourplan NX, we engaged in multiple consultations with the Tourplan team to ensure that our specific business requirements were both clear and feasible.

The Tourplan Europe team played a crucial role in this process, offering invaluable assistance in identifying and implementing creative solutions to overcome challenges that we encountered along the way. The tailored training sessions and documentation proved immensely beneficial, equipping our team with the necessary skills and knowledge to navigate the system effectively.

The Game Changer

"The shift to Tourplan's web-based platform, Tourplan NX, stands out as the game changer for us. With strong support from the Tourplan Europe team, this upgrade has transformed the way we operate.

Now, our team can access the application from anywhere with an internet connection, enabling seamless remote work and enhancing productivity. The more intuitive user interface has significantly increased user adoption, and we eagerly anticipate the upcoming features in the current road map and beyond, which will further support our business growth.

We are immensely grateful for the invaluable partnership we have developed with Tourplan over the years and extend a heartfelt thank you to the team for their continued support and dedication."

Jette Menzer
Head of Applications



Let's go further, together

From the moment we start our journey together, we're with you every step of the way. Our extensive range of services all revolve around helping you increase your profits and achieve your company goals through the use of the Tourplan system.

These premium-quality services are provided by experienced consultants with local industry knowledge, across every time zone and continent through our global network of 5 offices.

Need more information? Click [here](#).

Book a [demo](#)





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Our clients

We are privileged to call these great companies clients and long term partners.

