

# Case Study

EXO Travel

Partnered with  
Tourplan in 2006





# About



EXO Travel are masters of experiential travel and with over 30 years of experience, we deliver authentic, responsible travel experiences, seamless services and solutions for tour operators, travel agencies and the travel trade.

Our extensive product range has been built from the ground up with a deeply rooted understanding and appreciation of Asia's rich and diverse cultures. Meticulously crafted travel programs and curated independent hotels formulate experiences that make our customers part of the destination. A truly tailor-made approach where we work as your partner on the ground to develop the right programs and approach to meet and exceed the expectations of your clients. It's this flexible, soft approach to service and embracing the art of travel design is what sets us apart.

## TOURPLAN

We're incredibly proud to have joined forces with EXO Travel back in 2006. 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 Thierry Rodet, Chief Technology Officer at EXO Travel, as he elaborates on their journey and the significant impact Tourplan has had on their business transformation.



# Business Requirement

EXO Travel required a scalable software system that efficiently manages a range of diverse product offerings, growing numbers of bookings, and real-time data accuracy. Financial transparency and accountability were essential to our business, necessitating detailed invoicing and comprehensive reporting. Seamless communication and collaboration with agents were also crucial for a smooth booking process. We value strong partnerships and we were looking for a platform that fostered seamless communication. As the industry evolves, we need a technology partner that embraces cutting-edge solutions and innovation. Tourplan fulfilled these requirements, empowering EXO Travel to streamline operations, enhance agent support, and drive innovation, ultimately delivering exceptional travel experiences.

## The Process

EXO Travel and Tourplan's adventure started back in 2006. Initially, it was just a requirement for Vietnam, but as EXO Travel grew, Tourplan became the standard for the whole company. It was a challenge getting everyone on the same page with consistent, real-time information across 12 countries and 700 team members, but, with EXO Travel's commitment and Tourplan's expertise, we've built dedicated teams to integrate Tourplan across our network.

Tourplan's openness to sharing knowledge and their consistent support have resulted in a high level of trust throughout the organisation, which has been invaluable as we've scaled. Tourplan is the core of EXO Travel's operations, a success story from years of working together, one that will continue well into the future.



# The Game Changer

"The introduction of Tourplan has revolutionised how EXO Travel manages agent tariffs, making it a true game changer for our business. In the past, creating tariffs was a manual, time-consuming process involving complex Excel spreadsheets with intricate formulas. This not only slowed down our operations but also left room for errors.

Tourplan changed everything. With its automated, customised reports (Excel connected to Tourplan), we can now generate tariffs almost instantly. What used to take hours or even days is now done in a fraction of the time. More importantly, our agents can easily access these tariffs online through webConnect, making the process seamless for both our teams and our partners.

The centralised database, along with Tourplan's strong accounting module, has also streamlined our operations, bringing greater efficiency and transparency across the board. Complex itineraries are easier to manage, routine tasks have been automated, and real-time data access have set a new standard for how we operate and collaborate with our agents. Additionally, while we maintain a centralized approach, each destination continues to use its own system database tailored to its specific needs, ensuring localized management and data integrity.

Tourplan's NX platform and XML API have streamlined collaboration between EXO and our agents, boosting efficiency and reinforcing Tourplan's pivotal role in our success. As we continue to explore the new features in the latest versions, we remain confident that, no matter the destination, Tourplan is the first essential step in the journey forward."



**Thierry Rodet**  
Chief Technology Officer



# Let's go further, together

Our clients include some of the world's best tourism companies. That is because we have been leading the way since 1986, growing and evolving with the travel and tourism industry, understanding its needs, and crafting our product to deliver robust solutions for the clients who journey with us.

Find out how Tourplan will transform your Tour Operator or Destination Management Company.

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

Book a [demo](#)







## Our offices

### Tourplan Europe

London, United Kingdom  
T: (+44) 020 7359 6259,  
E: sales@eu.tourplan.com

### Tourplan Asia

Kuala Lumpur, Malaysia  
T: (+60) 3 4131 6888  
E: sales@as.tourplan.com

### Tourplan Americas

San José, Costa Rica  
T: (+506) 2297 2039  
E: sales@la.tourplan.com

### Tourplan Pacific

Christchurch, New Zealand  
T: (+64) 3 366 9669,  
E: sales@pa.tourplan.com

### Tourplan Africa

Johannesburg, South Africa  
T: (+27) 11 918 0031,  
E: sales@sa.tourplan.com

## Our clients

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



[tourplan.com](http://tourplan.com)

