



JOURNEY LATIN AMERICA

Business Support Services & Travel Studio to help administer tailor-made holidays.



Seamless, personalised experience for customers



Reduce costs without impacting on quality



Removed unnecessary processes

BACKGROUND

Award-Winning Tours to Latin America.

Journey Latin America primarily focus on tours based in Latin America. They've exclusively dedicated themselves to the region since 1980 and are still UK's No.1 specialist in travel to Latin America creating award-winning holidays for every corner of the region for four decades. They specialise in customising tailor-made holidays, with a broad range of services from Mexico to Antarctica, ranging from 3-star shared services to 5-star private services, cruise products, and flight packages.

THE CHALLENGE

Journey Latin America prides itself on being the most knowledgeable people there are when it comes to travelling in Central and South America.

However, finding new staff to maintain the rates in the reservations system was challenging since their experts moved on, typically after two or three years. With many suppliers and complex contracts, the procurement team sought an outsourcing team to help provide consistent loading.

THE SOLUTION

The Perfect Blend of BSS and Tech.

The Journey Latin America team contacted Open Destinations to discuss the opportunity of outsourcing their data loading. They shared their concerns about managing the task effectively, accurately, and efficiently; as well as acknowledging the potential concerns of current staff. After these discussions, they decided on a trial period, sending a key member of the UK team to Goa to help train.

THE RESULT

Reduced Costs, Increased Quality.

Implementing a BSS Travel Studio solution had several positive outcomes for Journey Latin America. It removed the ongoing UK recruitment and training cycle, which had developed with the role, whilst ensuring a capable team remained on hand to ensure contract loading continued to be fulfilled accurately and efficiently. By addressing these challenges, Journey Latin America was able to maintain its internal operations to provide a seamless, personalised experience for customers, whilst also allowing the business to reduce costs without impacting on quality.

Journey Latin America's contract loading team at Open Destinations are a bright, hard-working, flexible, and positive group of individuals who have become an integral extension of our business. We very much enjoy working with them"

Stuart Whittington – Head of Product, Journey Latin America

Business Support Services allows you to focus on your products, sales and revenue.

Travel Studio is an industry-leading end-to-end reservations software that enables Tour Operators to look forward to a future of long-term financial growth and business sustainability.

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