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STEPPES TRAVEL
Travel
Infor SunSystems and Q&A

At A Glance:

Solution Snapshot:

> Integrate their reservation management system with business finances

> Analysis and reporting with multiple currency requirements

> Matches ledgers in SunSystems to data held in reservation management system

Benefits:

> A complete view of the entire business

> Improved capabilities around multiple currencies, analysis, and reporting

> Clear reporting on both revenue and debtors, with the ability to trace transactions through a booking code

> Implemented on time and on budget

CASE STUDY

Keeping travellers' dreams alive with Infor SunSystems and Q&A

Steppes Travel are a luxury travel company offering tailormade trips to some of the most beautiful, untouched places on earth.

Operating for over 3 decades their travel advisors offer unrivalled first-hand experience of the adventures and cultures that they offer to clients and they work in partnership with their clients to ensure an itinerary which truly resonates with their passions. This level of service and trust sees many clients returning time and again for their travel adventures.

THE CHALLENGE

Steppes Travel had previously been managing their business finances using QuickBooks, alongside a reservation management system – DHRUV; this provides most of the critical information for their business, but did not integrate with QuickBooks.

Additionally, they wanted to improve their system capabilities around multiple currencies, analysis and reporting. Finance Manager Tom Burns had previously used Infor SunSystems and so Steppes Travel reviewed this as a possible new solution to allow them to continue to provide the elite level of personalised service their customers enjoyed.

> **"**
> Everything ran smoothly, on time and pretty much to budget, which for most IT projects is unusual, your organisation of the install was fantastic**"**
>
> Tom Burns, Finance Manager
> Steppes Travel

THE SOLUTION

From previous experience, the team at Steppes travel knew that Infor SunSystems had the functionality the business needed, and so they contacted a number of SunSystems providers to supply the software, implement, and support it.

TouchstoneFMS were selected for their expertise in implementing and integrating SunSystems, and for their partnership approach, one which reflected well Steppes Travel's own ethos of customer relationships.

The two main drivers for the project were to improve the reporting and analysis capabilities and implement a system that could handle multiple currency requirements. Although a UK based business, Steppes Travel deal with suppliers from all parts of the world, they wanted to be able to manage their suppliers as well as they manage their customers.

"TouchstoneFMS worked through everything so clearly from the ground up to make sure that we were happy with the end result. They were also very flexible with their time, moving parts of the install around to give myself extra time to focus on business critical work which was extremely helpful given the industry that we are in."
- Tom Burns, Finance Manager, Steppes Travel

The majority of day-to day transactions are logged into Steppes Travel's reservation management system DHRUV. This provides most of the key business information but is not a finance solution, so integrating it with SunSystems in order to provide a total view of the business was critical. For example, debtors (largely travellers) and debt management is handled within DHRUV with the transaction being posted automatically into SunSystems, allowing clear reporting on both revenue and debtors, with the ability to trace transactions from one system to the other via a booking code.

Matching the ledgers in SunSystems to data held in DHRUV data was key to managing their business. It was vital that data relating to booking number, type and tour code could be correctly and automatically imported to SunSystems from DHRUV.

Steppes Travel works with companies in all parts of the world, many of which do not have UK operations and so multi-currency was a key factor in the choice of SunSystems. Implementing a system that could easily handle multiple currencies would dramatically reduce the amount of time and effort taken to manage international supplier payments and accounts. To ensure this, a rule was created in SunSystems to ensure that the currency of the account in the system matched the currency used in the bank account.

For this first phase of the project, most users continue to generate reports from DHRUV the aim is to move to reporting from SunSystems using Infor Q&A with the ability to drill through to the base DHRUV data.

For now Q&A is being used to automate revenue analysis by invoice date, departure date, end date and customer for each booking number, a process that was taking many hours previously, as data had to be extracted and manipulated manually. The second phase to implement the B4B electronic bank payment platform was due to follow on in quick succession but then...

THE WORLD CHANGED...

The implementation timeline of the project was complicated in March by the COVID-19 pandemic. Despite this, both teams from Steppes Travel and Touchstone worked flexibly in order to see phase one through to completion.

The measures that were being operated by Touchstone around remote working allowed a large amount of the development of the system, and then additional support around Go-live to continue; not as normal, but as "new normal".

Project consultant John Hunter worked remotely, providing templates for the data migration, and working in a very agile, flexible manner to provide support to key user Tom Burns at Steppes Travel. This was greatly assisted by Tom's knowledge of SunSystems, and willingness to continue working on the project, even when the project plan had gone out the window!

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TouchstoneFMS is the leading Infor Gold Channel Partner specialising in Financial ERP systems.

We work in partnership with our customers to ensure they are getting the most out of their software investment and keeping up to date with the latest functionality and technology.

Leading with Infor SunSystems for the last 30 years, TouchstoneFMS ensure its customers get world-class, specialized software from one of the largest business software providers in the world, Infor, implemented and supported by our highly skilled experts.

Combined, our team has hundreds of years of technical skills and experience, acquired by on-the-job training and a host of qualifications.

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If you have any questions, or would like to discuss your business requirements in person, please to get in touch: info@touchstonefms.co.uk