



FAL Travelmart  
Travel & Tours WLL

**TRAACS**

How Nucore's  
changed the fortune of  
Qatar based FAL Travelmart  
in a very short period

**nucore**  
THE WAY FORWARD

## Overview

FAL Travelmart is one of Qatar's leading destination management company with IATA accreditation and having association with leading airlines and hotels around the globe. FAL caters to the needs of corporate houses and individuals with custom-made holiday packages along with its own set of unique holiday packages that are economical as well as exotic. FAL also has at its disposal a fleet of luxury coaches, cars, all-terrain vehicles, dhows etc. – making it a single window platform to enjoy holidays. FAL Travelmart offers the best of services to its customers – right from planning of holidays to booking tickets to reserving hotel rooms to getting travel insurance. FAL Travelmart ensures every holiday stays a memorable one.

## Business Challenge

For a long period of time, all the financial transactions of FAL Travelmart were recorded on a popular finance software. But the software had its limitations. The financial transactions related to ticket booking had to be entered manually into the software – it failed to capture data directly from booking network. This resulted in delay in generating travel invoices and reports. Not to mention about the inaccuracies that may follow when things are done manually. This led to inefficiencies in both financial and operational departments. FAL tried to counter the issue by increasing their hiring. But this proposition was not an answer to meet the demands of rising customers. The action yielded no satisfactory results and only made deeper holes in the company's coffers. FAL Travelmart realised that the only way out from this clutter was a complete overhaul of the existing system and implementation of a new back office that is contemporary, dynamic and easy to customise for the changing demands of the future.

## The Way Forward

Nucore's Traacs was gaining popularity among travel agencies in the Middle East when FAL Travelmart approached Nucore with its unique set of problems.



Nucore was quick to spot the inefficiencies in FAL Travelmart's system and devised a new back office that ran Traacs latest module. On implementation of Traacs in FAL Travelmart's network, the company saw a substantial rise in its financial as well operational efficiency within days. Traacs offered a fully automated solution to keep a record of the financial transactions related to ticket booking. Traacs captured data from the GDS network in real-time and reflected the same in the company's accounts instantly. Totally eliminating the need of manpower to enter these data. Thereby increasing accuracy, saving time and well as cost. Traacs provided BSP auto reconciliation which otherwise was an arduous and time-consuming task for FAL. Among other things, Traacs also helped FAL Travelmart to keep a track on the credit it provided to its clients by setting a credit limit beyond which no further booking was made possible. Traacs also helped FAL Travelmart to identify its profit centres resulting in accurate allocation of funds based on a centre's profitability.

Nucore's Traacs found to be a turning point in FAL Travelmart's business. It increased both the financial and operational efficiency of the company and gave it a platform from where FAL Travelmart can become one of the leading travel agencies in its region.

## Nucore Software Solutions:

### maximising your business potential through technology

Nucore is one of the leaders in providing back office solutions to companies in the field of travel and tourism in the Middle East and India. Nucore partners with leading GDS networks like Amadeus, Galileo and Sabre, travel management companies like HRG, business travel payment solutions provider like Airplus and credit card major like American Express to provide its clients top notch back office solutions with highest operational and financial efficiency. Nucore's success is a result of commitment its team of developers, analysts and technologists puts in each of its projects. With more than a decade of experience behind it, Nucore Software Solutions is looking forward to newer challenges and opportunities in the years to come.



**nucore**

THE WAY FORWARD

Copyright © 2015 nucore  
All rights reserved. Nucore,  
its logo, and the way forward  
are trademarks of nucore.