



TRAACS  + 
Hala Travel Management LLC
هالا لإدارة السفرات ذ.م.م

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INCREASE IN OPERATIONAL EFFICIENCY

Overview

Hala Travel Management is a consultative travel management company with proven expertise in providing customized travel solutions in the Middle East to corporate, government, and semi-government customers through globally recognized best practices. Hala Travel Management books and monitors all aspects of travel and manages travel policies for their customers along with providing travel solutions and guidance. Hala Travel Management is a joint venture between airline major Etihad and travel industry leader BCD group. Etihad being the major partner in the joint venture while BCD provides the tech support to the company.

Business Challenge

HTM was using Aggresso as it's back office management. Etihad, the parent company of HTM wanted all financial data to be reverse compatible with Oracle Financial. The relevant financial data to be captured was not processed by the existing system to the extent required by Etihad and this was becoming a pain point between the parent and daughter companies. The situation was so dire that they resorted to logging into each other's systems using a VPN to conduct simple transaction.

Their existing system was also not able to generate customised market specific MIS reports. All reports were generated using simple spreadsheets and there were several instances of double and triple checking of data, which used up a lot of manpower.

Furthermore the system was not able to provide a consolidated snapshot of the data. The teams were viewing some data in Aggresso and some data in the Oracle system. The system did not support automatic reconciliation of BSP and other suppliers. So payments to suppliers were getting delayed.



The Way Forward

HTM was unable to effectively handle their credit control system using Aggresso credit system. Nucore provided an integrated solution for this problem in the form of their flagship product, TRAACS. It captured data from Amadeus to pull down invoicing time drastically. TRAACS provided timely MIS reports fulfilling the demand of Hala's operations.

TRAACS has also been successful in delivering data in a format recognized by Oracle as per the requirement of the parent company Etihad. BSP and supplier reconciliation became 100% automated. The entire business process re-engineering helped HTM to acquire their financial stability by getting an exact view to the accounts payable and receivable instantly. With the implementation of TRAACS, LPO tracking has been made possible too. TRAACS has seamlessly integrated the Hala's GDS system network (Amadeus) and the back office of the parent company Etihad successfully.

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.



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