



Go Voyages

An online travel company in France upgrades its pre-existing IT infrastructure to support business growth, improve performance levels and attract new clients

Go Voyages

Paris, France
Travel and transportation
www.govoyages.com

Go Voyages is an online travel company headquartered in Paris, France, that specializes in airline tickets. Lately the company has started to develop other lines of business that include hotels, hostels, trains, travel insurance, cruises and short- and long-term vacation packages. Currently, Go Voyages has 450 employees.

The Need

Go Voyages has been experiencing an annual growth rate of 20 to 30 percent. To meet the demands of its growing business, and to pave the way for future growth, the company sought to update its pre-existing IT infrastructure.

The Solution

Go Voyages made a number of upgrades to its IT infrastructure, including the deployment of a business intelligence solution. The new infrastructure integrates the company's data, and enables the company to exchange and synchronize information between its systems and with its external distributors. The system also analyzes the performance of the company's offerings, and provides reporting that the company can use to better understand and service its customers.

What Makes it Smarter

With an upgraded infrastructure, Go Voyages can now offer its customers an improved search interface with over 700 parameters, which they can use when planning and booking travel. As customer queries come in, the company can replicate flight data in real time, as well as request information from its network of distributors (hotels, etc.)—all of which provides customers with accurate information on demand.

What if your IT infrastructure could support growth, and attract and retain customers?



Solution Components

- IBM® Cognos® TM1®
 - IBM InfoSphere™ Change Data Capture
 - IBM InfoSphere Information Analyzer
 - IBM InfoSphere Information Server
 - IBM Power 520 Express
 - IBM Power 570
 - IBM System Storage® DS4800
 - IBM System Storage DS5020
 - IBM System x® 3550 M2
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Real Business Results

- Successfully improved the performance of its online website
- Customer requests are now processed twice as fast

Insight

Supporting and maintaining business growth by enabling the efficient exchange and synchronization of data between systems.

For more information

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