



SUCCESS STORY



Sydney Luxury Cruise is a boutique private yacht charter company that offers both custom and pre-built experiences in Sydney, Australia.

<https://www.sydneyluxurycruise.com/>

Optimizing Operations Efficiency for an Australian Boutique Cruising Company

Project overview

The main idea of this project was to automate sales and operations processes by seamlessly capturing customer enquiries from Client's website, supported by Travelite booking engine and payment collection via Stripe integration.

Project also covered content management capabilities with Travelite CMS feature, service fulfilment and customer satisfaction tracking.

Features

- Experience packages creation with pricing, content and schedules displayed on Client's website using TraveLite APIs.
- Pricing and discount configuration for various scenarios based on group size and cost per service.
- Booking page with external Google Calendars and Schedules for instant display of available time slots.
- Supplier commissions tracking and booking automation with service providers.
- Automated custom email templates used at different stages of sales process.

Integrations



Glenn Tanoko
Head of Operations at
Sydney Luxury Cruises

★★★★★ 5.0

"After operating for years without a proper solution for our CRM and online booking system, we are glad to have found Kanan & Nazim from Travelite. They have been great helping us to fit travelite to our business and have been an amazing team to work with."

Highly recommended for business in the travel industry."

