

GoldenLion Implements ZOHO One for HI Tours

Introduction

HI Tours is an award winning, high-end, tailored experiential Destination Management Company (DMC) that specializes in putting together exceptional, boundary-pushing trips around the India sub-continent.

Being a full-service DMC with team members in 6 regional offices across India, Nepal, Sri Lanka, Bhutan and Maldives, HI Tours can create a momentous holiday filled with unforgettable experiences!

After using Microsoft Dynamics initially and then Salesforce for over 10 years, HI Tours moved over to ZOHO One. Presently the company is using Travel Agency CRM, built on top of ZOHO CRM, ZOHO Books, ZOHO Projects and ZOHO Cliq.

Business Name

HI TOURS

Company Profile

- **INDUSTRY** TRAVEL AGENCY
- **TYPE** B2C AND B2B
- **HQ** GURGAON, INDIA
- **OTHER OFFICES** COLOMBO, SRI LANKA
COCHIN, INDIA
VARANASI, INDIA
UDAIPUR, INDIA
KATHMANDU, NEPAL
- **USERS** 50

Selection Criteria

- ONE SUBSCRIPTION - MULTIPLE APPS
- TIMELY SUPPORT
- PROPER PARTNER SUPPORT
- BUDGET FRIENDLY
- CUSTOMIZED FOR TRAVEL AGENCIES

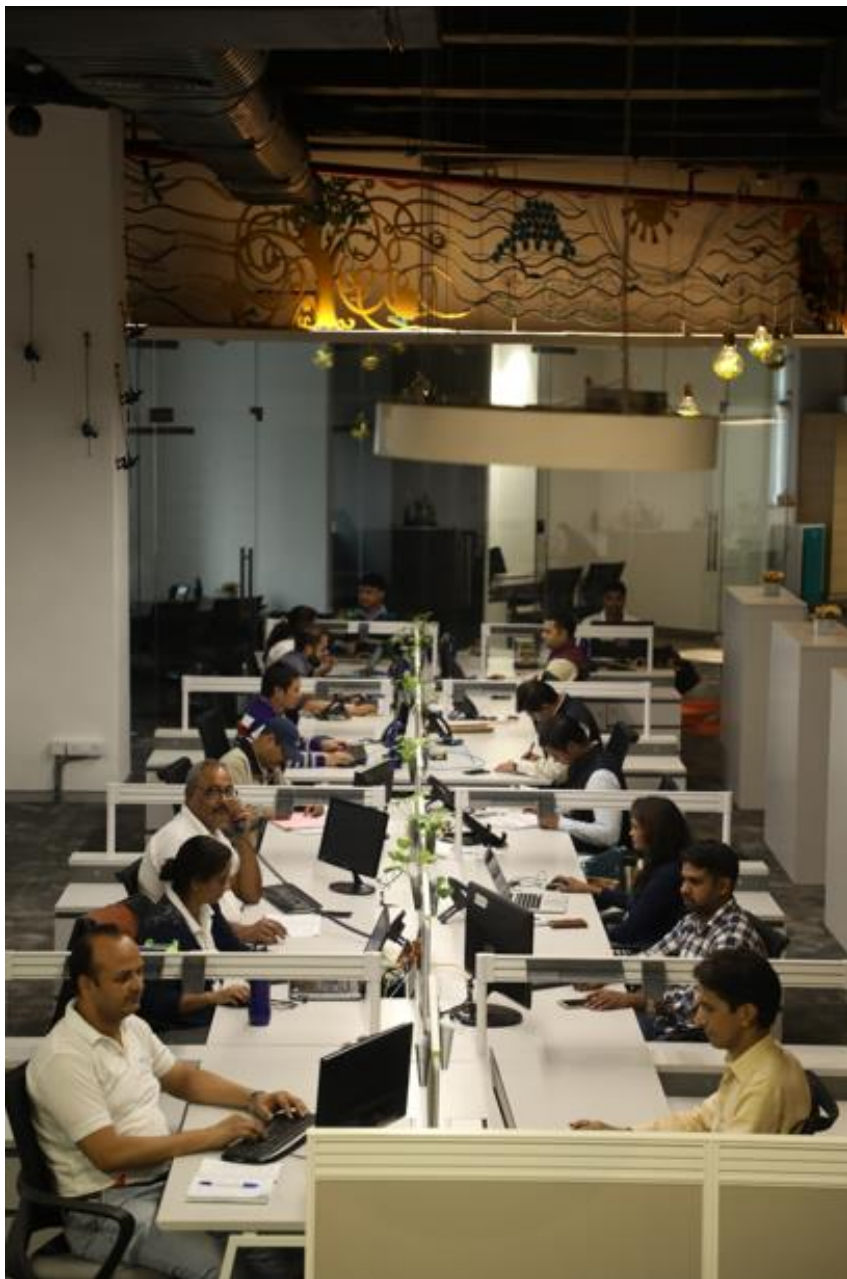


CASE STUDY

Background

Hi Tours has been curating amazing holidays for the past 20 years. The agency specializes in tailoring tours that are high on the experiential component and are simplified by an extra personalized approach.

With their team spread over India, Sri Lanka, Maldives, Nepal and Bhutan, Hi Tours is dedicated towards creating unforgettable holiday experiences each and every time. The business has the distinction of working with 100,000+ travelers, offering 900+ experiences since inception.



CASE STUDY

Problem Statement

In the last 20 years of their journey, HI Tours have worked on two CRMs, initial few years on Microsoft Dynamics and subsequent years on Salesforce. While working on Salesforce over last 10 years, they found it very difficult to keep researching for multiple apps to address their business concerns and keep paying subscriptions to increasing number of apps for different solutions.

Cost was a big deterrent with Salesforce too! Moreover, there was zero support from Salesforce and all the issues were left for the vendor to handle.

The vendor on the other hand, had very little knowledge about the travel industry. As a result, HI Tours was suffering from implementation delays and subsequently loss of productivity and efficiency.



WHY ZOHO ONE?

- In comparison to Salesforce, ZOHO was extremely user friendly.
- The ZOHO One suite let HI Tours access multiple applications, addressing every aspect of their business with one subscription only.
- ZOHO One was 5 times less expensive and more efficient with 3 dozen apps.

Finding GoldenLion

HI Tours was researching ZOHO since the last few years. Being apprehensive about the poor level of support, they were not ready to shift!

During this time, their sister concern in north America started using Travel Agency CRM, built on top of ZOHO CRM. By GoldenLion. The simplicity of the system and the level of support offered by GoldenLion were always appreciated in their internal discussions.

Therefore, despite a ZOHO partner very close to their office promising physical presence and onsite support, HI Tours went ahead with GoldenLion.

After the initial discussion, the business happily migrated from Salesforce to ZOHO. With GoldenLion as their implementation partner, they not only started using the Travel Agency CRM, but also implemented other applications from ZOHO One bundle!

CASE STUDY

Implementing ZOHO One

As a first step, GoldenLion implemented Travel Agency CRM for HI Tours. The customized solution being tailored for travel agencies, the CRM was up and running in almost no time. While the CRM on its own gave decent results, HI Tours needed to implement ZOHO Books to streamline their accounting process too!

GoldenLion in the first phase, have streamlined two of their most important departments viz. Sales & Operations and Accounts on the same platform. The fact that the CRM system and ZOHO Books, the accounting system, are seamlessly integrated with one another, have made it super-easy for HI Tours to simplify real time transactions across company.

HI Tours is presently looking at starting the second phase of the implementation process with advanced integrations and implementation of other ZOHO apps.

SOLUTION OFFERED

- Implementation of Travel Agency CRM, built by GoldenLion on top of ZOHO CRM.
- Implementation of ZOHO Books for streamlining accounting processes.
- Implementation of ZOHO Projects to boost efficiency and productivity.
- Implementation of ZOHO Cliq to ensure better communication within teams.
- Implementation of ZOHO SalesIQ on website for Live Chat.

Future Plans

"We have extremely ambitious plans of launching new brands in the coming months and are working towards integrating our systems and getting started on phase II with GoldenLion to review our business process and making it more efficient."

PREM SYAL

Founder & Chief Dreamer
HI Tours



PREM SYAL

Founder & Chief Dreamer
HI Tours

About ZOHO and GoldenLion

“We found GoldenLion extremely efficient with in depth knowledge of not only multiple aspects of ZOHO CRM but equally good in other apps as well and most importantly were proficient with the requirements of the Travel Industry. They helped us put our system up and running with minimal cost and time.

I would strongly recommend ZOHO and GoldenLion both. Teams and Management are very efficient in understanding and addressing the issues.”

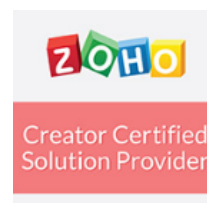
CASE STUDY

About GoldenLion

Starting its journey as an Alliance Partner of Zoho Corporation, GoldenLion has become one of the top Zoho consultation companies all over the world today. Since our inception in 2010, we have been helping small and mid-size businesses across the world in automating and structuring their entire business process by offering all around consultation for Zoho Suite of Products and customizing them to fit our clients' business requirements.

We started our Digital Transformation division in 2016 with an aim of offering 360 degree solutions. Through this service, we not only create beautiful websites and landing pages, but offer an all around consultation and services for strengthening your digital presence as well as helping you get more traffic on your website, convert that traffic into leads and finally convert the leads into customers!

With 400+ customers in 30+ countries, today we are all set to become a trusted growth-partner to your business! Here's what [customers have to say about our service](#).



We love to hear from you!

VISIT US

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- [ZOHOO CRM Industry Solutions](#)
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