

# GoldenLion Implements ZOHO One for Indus Travels

## Introduction

Indus Travels specializes in small group tours and independent vacations to over 50 worldwide destinations, featuring unbeatable prices with unparalleled comfort.

Travel Agency CRM, built by GoldenLion on top of ZOHO CRM was the first ZOHO solution Indus Travels implemented. Later on they went ahead to implement other applications from the ZOHO One bundle. Presently, the business is using Travel Agency CRM built on ZOHO CRM, ZOHO People, ZOHO Sales IQ, ZOHO Desk, ZOHO WorkDrive and ZOHO Social.

## Business Name

INDUS TRAVELS

## Company Profile

- |                   |                       |
|-------------------|-----------------------|
| ▪ <b>INDUSTRY</b> | TRAVEL AGENCY         |
| ▪ <b>TYPE</b>     | B2C AND B2B           |
| ▪ <b>LOCATION</b> | VANCOUVER, BC, CANADA |
| ▪ <b>USERS</b>    | 45                    |

## Selection Criteria

- ONE SUBSCRIPTION - MULTIPLE APPS
- VALUE FOR MONEY
- 360-DEGREE BUSINESS SUPPORT
- CUSTOMIZED FOR TRAVEL AGENCIES



**indus**  
exceptional experiences!

# CASE STUDY

## Background

Indus Travels started their journey in 2001. Driven by 45 travel-specialists, the travel agency has been awarded Best Tour Operator to India five times, and was also named the Top Tour operator at South African Tourism's Ubuntu Awards in 2015. Based in Vancouver, BC, Canada, Indus Travels is known for their unique itineraries, unmatched customer service and commitment towards excellence.

The business not only offers top quality tours at affordable prices, but also ensures that all their tours are environmentally responsible and sustainable in nature!





# CASE STUDY

## Problem Statement

Indus Travels started their journey with two employees only. However, with the growth of their business, came the need for different applications. Like most other businesses, they also started using a number of point solutions for mapping various business needs.

However, with time working with multiple applications became a problem, especially when they were not interconnected. Not only they were paying multiple subscription fees, but also were losing substantial number of working hours putting the same data into different systems.

Indus Travels needed a solution that would be sustainable in the long run as well as help them save time and scale their business further.



## WHY ZOHO ONE?

- In comparison with other products in the market, ZOHO One offers extremely good value for money.
- The ZOHO One suite lets Indus Travels access multiple applications, addressing every aspect of their business with one subscription and one login only.
- With ZOHO One, Indus Travels can not only manage their clients, but also streamline multiple business processes to boost productivity and fuel business growth.

## Finding a Solution

Indus Travels started researching about various systems available in the market. Initially, they picked ZOHO because of their amazing pricing.

The ZOHO One was extremely good value for money and offered a complete suite of applications. The system matched their 360 degree view of not just managing clients but also streamlining their entire business process.

### **ZOHO One was more than what they were looking for!**

Indus Travels found GoldenLion on ZOHO Partners listing. Having extensive experience in Travel Industry, GoldenLion understood their requirement perfectly. After the initial discussion, Indus Travels zeroed in on ZOHO One and GoldenLion as implementation partner.

GoldenLion became instrumental in understanding the business need and customizing multiple ZOHO applications to make them a precise fit.

# CASE STUDY

## Implementing ZOHO One

As a first step, GoldenLion implemented CRM, People and WorkDrive for Indus Travels.

GoldenLion implemented the Travel Agency CRM, a tailored solution for Travel Agencies built on top of ZOHO CRM. While the system was already built to fit the unique needs of travel agencies, Indus Travel needed more advanced features. GoldenLion understood these needs and customized the system further.

A number of new advanced workflow automations were introduced to improve efficiency and save time. Customized booking forms were built to ensure correct and easy data capturing within the CRM system. GoldenLion also customized ZOHO People and implemented WorkDrive for better management of their Human resources and documents.

It took almost three months to complete the implementation process. At the end, Indus Travels was very happy with the results.

### SOLUTION OFFERED

- Implementation of Travel Agency CRM, built by GoldenLion on top of ZOHO CRM.
- Implementation of ZOHO People for streamlining human resources.
- Implementation of ZOHO WorkDrive for managing documents and ensuring efficient collaboration.
- Implementation of ZOHO Social for strengthening social media presence.
- Implementation of ZOHO SalesIQ on website for Live Chat.
- Implementation of ZOHO Desk for offering better customer support.





## **PRAVEEN SYAL**

Managing Director  
Indus Travels

### **About ZOHO and GoldenLion**

*“We will 100% recommend combination of ZOHO and GoldenLion to anybody looking for a robust customized CRM and more.*

*We are growing on an average 20-25% year over year and this can not be achieved without automation. ZOHO and GoldenLion helped us achieving this.”*

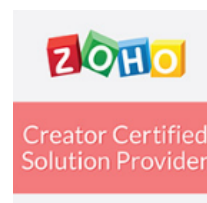
# CASE STUDY

## 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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