

# Amoun Travel



## The opportunity

Amoun Travel & Tours is a retail agency for major airlines and also a tour operator specialising in Egypt. General Manager Bahig Bekiet had recently developed a new website and wasn't convinced that it was meeting basic client needs, by enabling them to book, pay and receive tickets immediately. He was working with several different third party development companies, so it was important that collaboration between all parties was managed smoothly and effectively.



## The solution

Concerned that fundamental needs were not being met and the project was falling behind, Bahig needed to quickly investigate and fix performance issues affecting the site. Bahig was working with Amadeus in other areas and learnt that Amadeus is the global leader in online shopping technology for the travel industry: powering more travel agency and provider websites than any other company. He soon found out that Amadeus' consultants are some of the best in the business. **Amadeus Web Services Consultancy** made him aware of critical faults that were standing in the way of success – the issues that needed to be tackled first. The team also identified issues of lesser importance that could be parked as lower priority to be revisited once the basics were all in place and working optimally.

The consulting has enabled Amoun Travel & Tours to understand and prioritise what really matters to the customer and focus on getting the basics absolutely spot on. It has also helped them to reconsider the complexity and expense of managing several different suppliers in favour of working one a select few proven and trusted travel technology companies.

*“We would recommend talking to Amadeus Consulting. It has proved to be very beneficial to our company and in helping us gain the confidence in creating a digital offering that serves our customers' well.”*

Bahig Bekiet, General Manager, Amoun Travel & Tours

## True Stories of Transformation

### Need a hand? Powerful consulting services for any size of business

Getting tied up in knots with your technology? For North African specialist Amoun Travel, our friendly and knowledgeable travel technology Consultants quickly found a solution to their in-house development.