



# Success Story --- **pacific**



## Arrangement Sale from a Single Source

The Christophorus group is a medium-sized company from Tirol, Austria, owned by the Kröll family. The focus of the business is on travel, which is managed from the company headquarters in the Zillertal and takes place throughout Europe. In addition to air travel and real estate rental, Christophorus' coach travel division is a central business area of the company. It was therefore only a matter of time before the company from Austria opted for the Bus Module of ISO Travel Suite Pacific – the web-based solution for tourism companies.

As a tour operator, Christophorus has established itself as a market-leading specialist provider for all of Austria and the neighboring regions. The incoming travel agency welcomes guests from all over the world and serves the entire Tyrolean region. Over the course of the company's history of more than 60 years, various business divisions have emerged which today operate successfully under the common umbrella brand "Christophorus".

The Christophorus Group comprises these divisions:

- Tour guides, drivers and vehicles
- Air travel, focused on Sardinia
- Bus & coach tours, pan-European area, focused on Italy
- Public local bus lines Zillertal, Tuxertal, Gerlostal
- Incoming agency focused on Tirol
- Travel agencies in Tirol
- Incentive and group travel department
- Action Club Zillertal, outdoor events for the incoming sector
- Real estate rental, Mayrhofen and Westendorf
- Hotel guesthouse in Mayrhofen

The group remains economically successful by compensating seasonal fluctuations mainly through their various fields of activity. This also makes it possible to compensate for unforeseen events that have a negative impact on the market. Steady growth since 1956 has made Christophorus one of the most important privately owned travel companies in Austria.



Christophorus travel agencies have a full IATA license. Contracts with all the world's leading airlines and online connections to all major booking systems make it possible to plan and book any flight and destination as well as all travel-relevant services worldwide. Current locations include Innsbruck, Wattens, Schwaz, Mayrhofen, Brixlegg, Wörgl, Kufstein and St. Johann.

## Initial Situation Christophorus

The ISO Solution Suite Pacific already covered most of these business areas. It was introduced in 2015 for the divisions tour operator, incoming and own travel agency.

## Task

The aim of the sub-project in 2018 was the introduction of the bus module in order to handle also this business area via the ISO Solution Suite Pacific. This add-on module allows the effective management of coach tours. These tours can be booked via Pacific, the ISO Service Center Client and the standard GDS systems.

## Project

ISO Travel Solutions implemented the subproject with Christophorus in 2018 in the usual high quality. The desired goal of using the bus module productively in the 2019 season was achieved by ITS in a joint project with the customer.

## Outcome

With the introduction of the bus module, the extended functions for bus & coach are now available beyond the standard functions of the ISO Solution Suite Pacific. The bus or coach trips can be set up clearly and quickly in user-friendly masks and made available for sale.

Established trips are also offered via the usual reservation systems.

The module's key features include:

- Quick and easy bus capture
- Tour plans
- Seat allocation breakdown
- Tax allocation
- Boarding and de-boarding tracking
- Reports for tour operators, service providers and travelers
- Bookability in Pacific, in the Service Center Client, in GDS systems, via XML interface

## Outlook

When introducing products and modules, ISO Travel Solutions always considers the long-term goal of further developing both ISO and its customers. The joint expertise and experience gained in the tourism and development fields create the ideal basis for future expansion.



” Thanks to the Bus Module, we have tremendously simplified our work when creating and selling trips, internally as well as via the CRS systems.

Andreas Kröll, Managing Director Christophorus Gruppe

## At a Glance

### The Christophorus Gruppe

[www.christophorus.at](http://www.christophorus.at)

### Industry

Tourism

### Range

Tyrol and worldwide

### Implementation Environment

ISO Solution Suite Pacific

### ISO Solution

Pacific Bus Module

### Advantages

- Creating, management and selling coach tours or bus trips effectively
- Distribution of coach tours via Pacific, the Service Center Client and touristic distribution systems
- Creating and controlling bus products and the associated coach tours

### About the ISO Travel Solutions

The ISO Travel Solutions GmbH is specialized in the development, sales and support of tourism software solutions for the international markets. The know-how thus derived is also available in our consulting services. The company covers the entire range of tourism by offering self-developed products for tour operators, destination agencies and travel agent, hotels and other suppliers as well as for airlines. Our solutions are being used by well-known companies all over the world.

ISO has been active in the market since 1979 and has since developed into a versatile, international IT service provider. Targeting specific markets has resulted in several powerful and innovative companies under the umbrella of the ISO-Gruppe. Today, the ISO-Gruppe includes ISO Software Systems (specialized in software engineering and IT consulting), ISO Professional Services (an SAP and non-SAP specialist), ISO Travel Solutions (an IT expert for the tourism industry), and ISO Recruiting Consultants (a provider of IT personnel services).

Some 560 permanent employees work at several sites throughout Germany as well as in associate companies in Austria, Poland and Canada. The companies ISO Software Systeme, ISO Travel Solutions and ISO Professional Services of the ISO-Gruppe, with their respective offices in Nuremberg, Munich and Frankfurt, are certified to the requirements of their quality management system in accordance with DIN EN ISO 9001:2015.



We are there for you:

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