



**Industry:** Travel and Tourism

**Technology:** M365 SharePoint Online, Power Automate

**Country:** India

## Client Profile

Discovery Tours is an India-based ticket and holiday package booking company helping travelers across the globe to make every trip their best trip. Using their website, leisure, and business travelers can explore, research, and book a wide range of services catering to their travel needs. For more than 13+ years, Discovery Tours has helped 20000+ people in booking tickets and holiday packages at the best prices. They are a one-stop travel solution and have successfully planned vacation in 25+ countries.

## Challenges

While analyzing the client's previous system, we found that it was completely outdated and lacked the latest features and functionalities. Previously, the client was using excel sheets to maintain their data and it required a lot of manual data entry work which was tedious and time-consuming. Here are some of the challenges that our experts inspected in the project:

- In excel sheet, only one person can access and edit the data at a time, without or being sent a copy of it
- The old data management system did not possess any built-in, automatic audit tracking function. For instance, who accessed the data last, who did what, and when to the spreadsheet?
- Also, the excel sheet did not have any log of change. As values, calculations, source data changes, the sheet does not manage the previous value for auditing or control
- As the data was stored manually, there was a high risk of data loss due to natural or man-made calamities like flood or fire
- In addition, the old data management system lacked data backup and recovery process
- When the data file is too large, it became difficult for the client to manage the excel sheet
- Due to a high volume of data, it can make the excel sheet run slowly, especially if all the data is stored in one file

## Solution

After a brainstorming session, our experts came to the conclusion that clients need the latest data management system which can help them in storing, retrieving, and managing the data. Our experts suggested the client adopt the latest SharePoint 365 for upgrading their data management system.

- Using SharePoint, employees of Discovery Tours can easily remain connected while being able to share files and update throughout the data management system
- It also enabled client with real-time streaming of information allowing more ease in accessing and sharing information within an organization
- Moreover, SharePoint allows deeper control and comprehensive mechanism to monitor the whole platform
- It also comes with robust security and integrity features. The integrated security features of SharePoint helped client securing their data from all kinds of unauthorized access
- One of the biggest benefits that the client got from adopting Microsoft SharePoint 365 is that it is based on the cloud. This means the client can access their data on the go anytime, anywhere
- With the help of One Drive for Business, it allowed the client to save and sync files to SharePoint Online, essentially uploading to the cloud.

## KCS Approach

Experts at KCS helped the client to adopt SharePoint 365 and upgrade its data management system. SharePoint 365 helped employees of Discovery Tours to work collaboratively on the same document at the same time that saved generating multiple versions and getting a real-time update of the data. It also enabled the client with a live feed of who is accessing the document and see the changes made the files. One Drive reduced the need for local storage space and assured the client can access data wherever and whenever required.

## Impact

Migrating the client's manual document management system to SharePoint 365 helped them to streamline their data management process. Using SharePoint 365, users are now able to work collaboratively on the same files or documents at the same time that saved a lot of time and chances of generating multiple copies of the same. In addition, Delve allows the client to view not only their own documents and activities across the SharePoint 365 but those of their employees too. Microsoft Teams smooth-functioned the communication channel of the Discovery Tours. Using Teams, staff members can communicate with each other anytime anywhere. In addition, they can also conduct their team meeting via audio or video conference calls.

## Tech Stack



 Microsoft 365

 Power Automate



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