



GoldenLion Creates Customised App for Pangolin Photo Safari

COMPANY PROFILE

Pangolin Photo Safari is a South Africa based photo safari operator who offers bespoke safari experiences to clients from around the world. Offering a unique experience for capturing the indigenous faunas of South Africa, Botswana, Namibia and Zimbabwe through the lenses, Pangolin is a safari designer ‘for the photographers by the photographers’.



PROBLEM AREAS

Since its very inception, Pangolin has steadily increased the size of their clientele as well as their operations. With increased popularity, the company diversified their tour packages, and started organising houseboat tours as well as wild life photography workshops.

Problem Areas

- ❖ Incorporating numerous factors and commissions for calculating the quote.
- ❖ Updating the spreadsheet manually and redistributing the same multiple times.
- ❖ No automated way to generate profit-loss statement for each trip.
- ❖ Loss of man-hours for generating quotes with long calculation.

With the increased number of clients from all over the world and diversified as well as personalised safari packages on offer, generating quotations for each new client became difficult.

“We have clients from all over the world, so currency conversion is a factor; we have clients for various tour packages, so there are various rates to consider; moreover, we have tie ups with numerous travel agents, so there is a requirement of commission calculation as well. But, these are unique requirement areas, and none of the software available in the market could provide us with an all-around solution.”, said Toby.

During this time, the company was using a shared spreadsheet to keep track of all the expenses, commissions, and to calculate quote for each client. Updating the spreadsheet on daily basis and redistributing among the team proved to be an enormous task, costing precious man-hours and causing confusion.

So, Pangolin Photo Safari started looking for an application that can take all these variables as well as Pangolin’s profit into account and create a unique quote for each trip, for each client.

This is where he got in touch with GoldenLion Consulting, a Zoho Premium Partner.

GOLDENLION OFFERS CUSTOMISED CRM SOLUTIONS TO ADDRESS THE PROBLEM AREAS

Solutions Offered:

A versatile web app built on Zoho Creator platform to calculate all the factors and generate automated quotes with clear profit-loss statement.

Toby knew about Zoho Creator, a powerful platform to create customised cloud applications to resolve the pain areas of unique businesses like Pangolin. And from Zoho's website, he landed on GoldenLion's website.

After carefully considering Pangolin's requirements, GoldenLion developed a custom-made quote generation system which Toby Christened as 'Pangolin Quoter'.

According to Arnab Bandyopadhyay, Director, GoldenLion, "Pangolin was one of the most interesting accounts we've worked on. There were several factors to consider while generating a quote here, and yet we had to ensure that the interface is easy enough for everyday use. So, we created a super simple web application where you can just put the values in the respective fields such as currency, expenses, agent commission, any unique service charges etc. and generate a quote for the client. Not only that, the system also compares the selling price with all the expenses and gives the user profit percentage for the particular trip".

With this application in hand, Pangolin can now generate quotes centrally, which is then automatically updated on their Zoho CRM for all the team member to view. This way, the company can now facilitate better co-ordination within the team and other stake-holders for each trip.

To sum it up in the words of Toby Jermyn, Director, Pangolin Photo Safari, "We can now generate quotes in fraction of time it used to take, we can now generate 100% error free quotes and see our profit from the trip while generating the quote itself. The Pangolin Quoter has made my life pretty easy; no need to fuss with spreadsheets anymore! We are absolutely thrilled with GoldenLion's work here!"



Toby Jermyn
Director
Pangolin Photo Safari

Contact Us

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About GoldenLion

GoldenLion started its journey in 2010 with a goal to help small and mid-sized organizations multiply their sales revenue by putting in place structured sales processes combined with deployment of world-class sales tools.

With this goal in mind, GoldenLion became an Alliance Partner of Zoho Corporation in 2011 in order to deploy Zoho suite of on-demand productivity and collaboration applications amongst these organizations. Over the years GoldenLion has emerged as one of the top consulting partners of Zoho worldwide.

For more information about GoldenLion, please visit www.glionconsulting.com.

