

GoldenLion Implements Travel Agency CRM for Go Team Travel

Introduction

Go Team Travel is a highly efficient travel management solution for sports teams. The agency assists sports teams with all their travel needs.

Be it selecting the best hotels, negotiating and booking accommodations, arranging air and ground transportation - Go Team Travel does it all!

They were looking for a simple, budget friendly solution that'll help them streamline their often varied requirements from different teams they work with. After going through a few available systems in the market, the business zeroed in on Travel Agency CRM, built on top of ZOHO CRM.

Business Name

Go Team Travel

Company Profile

- **INDUSTRY** TRAVEL AGENCY
- **TYPE** B2B
- **LOCATION** FLORIDA, USA
- **USERS** ONE

CRM Criteria

- SIMPLE
- BUDGET FRIENDLY
- CUSTOMIZED FOR TRAVEL AGENCIES

GO TEAM
TRAVEL

CASE STUDY

Background

Go Team Travel, run by Flavia Aliberti is a niche travel agency that specializes in Sports Team travels. As a professional hotel sales and travel manager, Flavia noticed how coaches and other support staffs of sports teams spend huge man-hours and efforts arranging various aspects of their sports team's travel.

She figured that the time was better spent focusing on their team's performance! So, Flavia launched Go Team Travel, a unique travel agency that offers bespoke traveling services to sports teams only.



I needed to keep track of all solutions provided to clients in one place. Due to our unique business model, it was important to secure a system that could be customized for our needs while fitting our startup budget.

FLAVIA ALIBERTI

Owner
Go Team Travel

Problem Statement

As Go Team Travel grew in popularity, keeping track of all the services offered to the clients became difficult for Flavia.

Moreover, the unique nature of Go Team Travel means, no two clients needed the same services. So, Flavia started looking for an easy to use system that can help her keep track of all the services being offered to a particular client.

Finding such a software and customizing it to fit the needs of Go Team Travel, within their start-up budget was another challenge.

During this time when Flavia was looking for a CRM solution, she came across Travel Agency CRM, built by GoldenLion on top of ZOHO CRM. The CRM was already customized to fit the needs of travel agencies and being built on ZOHO CRM, it was super-simple to use. Moreover, the affordability of Travel Agency CRM as well as ZOHO subscription was perfect for their budget.

After the initial discussions, she offered the job of implementing Travel Agency CRM for Go Team Travel to GoldenLion.

CASE STUDY

Finding a Solution

GoldenLion offered their Travel Agency CRM to Flavia. The Travel Agency CRM is built on the award winning ZOHO CRM platform and is highly optimized for the unique requirements of travel agencies.

Being a bespoke service provider, Go Team Travel required some more modifications in the Travel Agency CRM.

The final CRM system delivered to Flavia was great for tracking all the service offerings for each of her clients. Moreover, being built with cloud technology, the system let her log into the CRM from anywhere and everywhere with her log-in id and password. This became a highly useful feature, as she often would have to travel with their clients.

Arnab Bandyopadhyay, CEO, GoldenLion said, *"We offered Flavia one of our most popular industry solutions, Travel Agency CRM. This CRM solution is built on ZOHO platform and includes highly verticalized customizations to suit the myriad needs of a travel agency. We still had to do a bit of customization for Go Team Travel, due to the unique nature of their business. But, the overall go-live time was significantly short and we could deliver the solution within their budget".*

Solutions Offered

- Implementation of Travel Agency CRM, built by GoldenLion on top of ZOHO CRM.
- Customization of the Travel Agency CRM to match the unique business requirements of Go Team Travel.





Flavia Aliberti

Owner, Go Team Travel

About Travel Agency CRM

“We use Travel Agency CRM, built on ZOHO CRM by GoldenLion, for our business every single day. It offers all the features we need as well as anywhere, anytime, any device access.

The system seamlessly integrates with all other ZOHO products too.”

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!

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