



Case Study

GLOBAL TRAVEL AGENCY ERP SYSTEM OPERATION & MANAGMENT

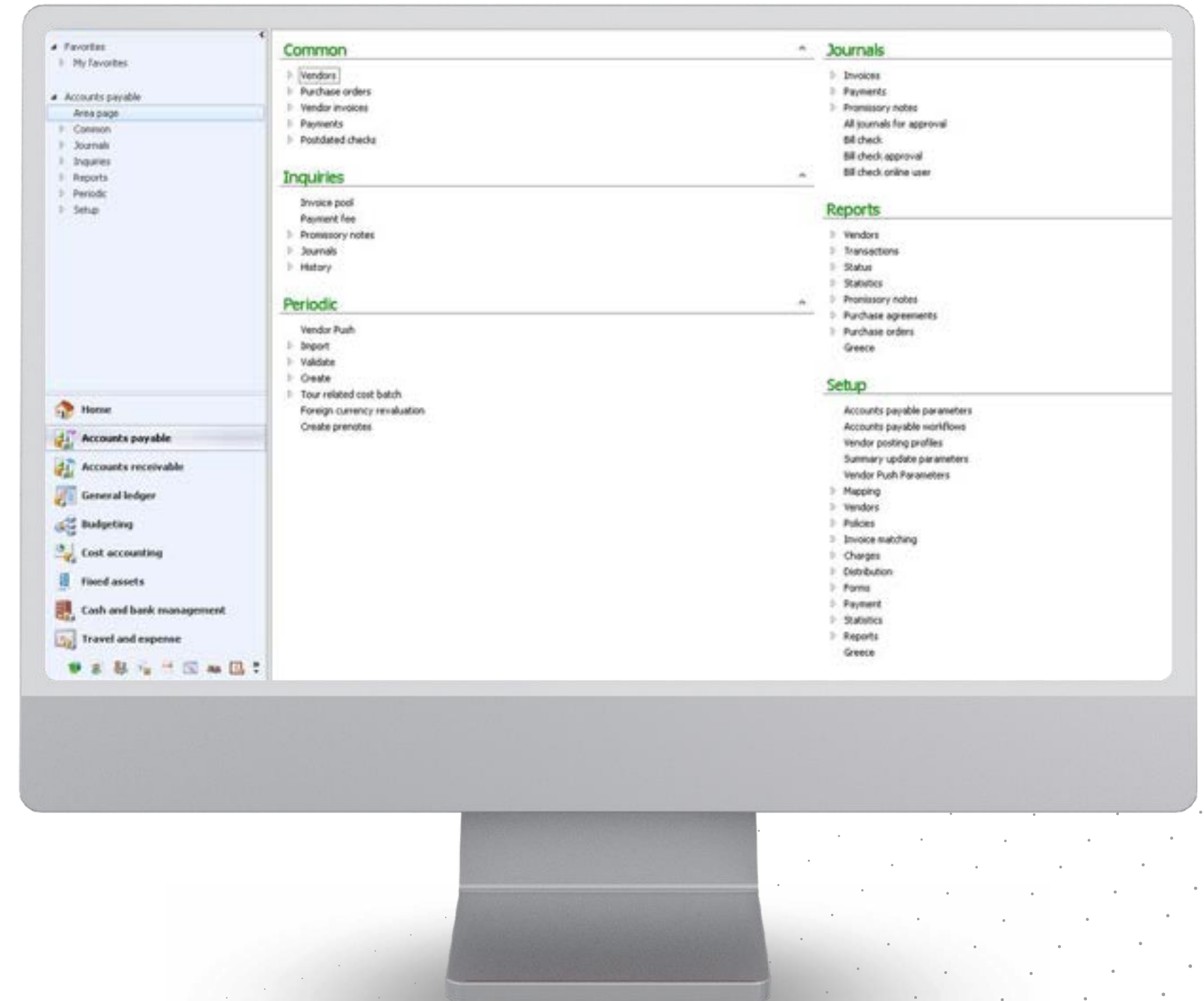


 Visit our website:
www.luvina.net/en

PROJECT OVERVIEW

Luvina Software provided DynamicAX (ERP) system management and maintenance services for a leading Japanese travel agency with a global branch network. Our goal was to ensure smooth and efficient system operations on a worldwide scale.

- **Region:** APAC, EU, and US
- **Industry:** Accounting for Travel Agencies
- **Solution:** ERP
- **Duration:** From August 2017 to Present
- **Size:** 1035MM (Max: 20MM/month; Current: 11MM/month)
- **Service:** IT Management Services
- **Supported Product:** Dynamics AX 2012 R2



PROJECT OVERVIEW

OUR CUSTOMER

Luvina's client is a leading travel enterprise in Japan with a rich 110-year history. Their group dominates the Japanese travel market, offering comprehensive travel solutions and services across 181 cities and 35 countries.

Given their global scale, they have chosen **Dynamic AX 2012** to integrate and manage revenue, expenses, suppliers, customers, invoices, and related maintenance services for users worldwide.

OBJECTIVES

The customer sought a reliable partner with robust technical and business expertise to manage, monitor, and operate their system long-term at a reasonable cost.

THEIR PROBLEM

- The cost of operating and maintaining Dynamic AX 2012 in the travel industry is pretty high, as it requires partners with expertise in both technical and business aspects.
- Detailed system documentation had not been properly managed and stored, leading to significant gaps.



PROJECT OVERVIEW

OUR SOLUTIONS

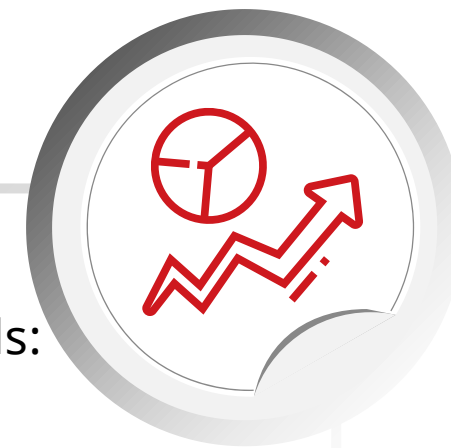
- Investigated and analyzed the system to develop a tailored maintenance strategy.
- Assembled a high-quality team with strong technical skills and business acumen to meet the customer's needs.



STRATEGY

We established two specialized teams to meet the customer's needs:

- **Helpdesk Team:** Provided continuous support to branches, addressing both technical and business-related issues during system use.
- **Performance Team:** Monitored, managed, and advised on optimization opportunities, executing improvements as needed.



PROJECT OVERVIEW

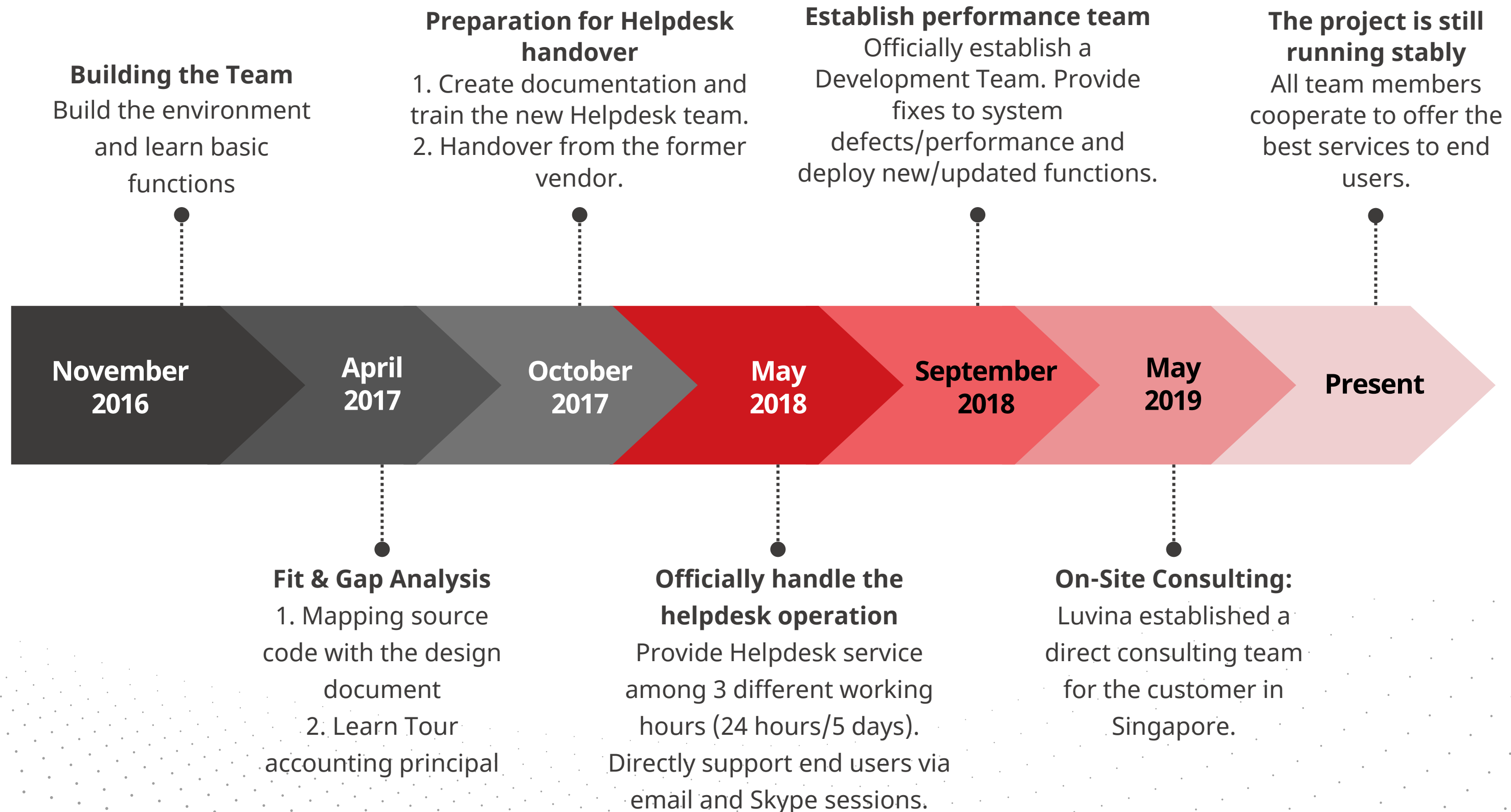
ACHIEVEMENTS

The customer consistently rated Luvina highly for system operations, with satisfaction levels consistently exceeding 4 out of 5.


| | |
|-------------------------------------|--|
| About the System Performance | <p>After system optimization, performance improved significantly, with performance-related support requests decreasing by 90%.</p> |
| | <p>We provided user support 24/5, with an average response time of just 4 hours and near-perfect accuracy.</p> |
| About Cost | <p>Luvina helped the customer reduce costs by 50% by taking over tasks previously handled only by expensive vendors.</p> |
| About Project Managing | <ul style="list-style-type: none">• The Helpdesk team's productivity increased by 50% through regular process updates.• Luvina systematized procedures and documentation, enhancing the customer's ability to manage their system more effectively. |



MILESTONES



MILESTONES - OPERATION & MANAGEMENT

 In May 2019, Luvina dispatched a team of experts, including a board director, project manager, and technical lead, to Singapore for business consulting with the customer. The meeting also involved the IT manager for the Asia-Pacific region and user representatives.

Consultation Focus:

- Provided guidance on the tour accounting process during invoice verification for DP (deposit) bookings.
- Proposed solutions to minimize discrepancies in the Estimated Cost account balance.

Since May 2018, Luvina Software has effectively managed and operated the client's accounting system, ensuring:

- **Timely resolution** of all user issues.
- **Quick detection and correction** of system errors.
- Maintenance of **optimal performance** and comprehensive resolution of common issues.

Team Helpdesk

Direct Support for End Users:

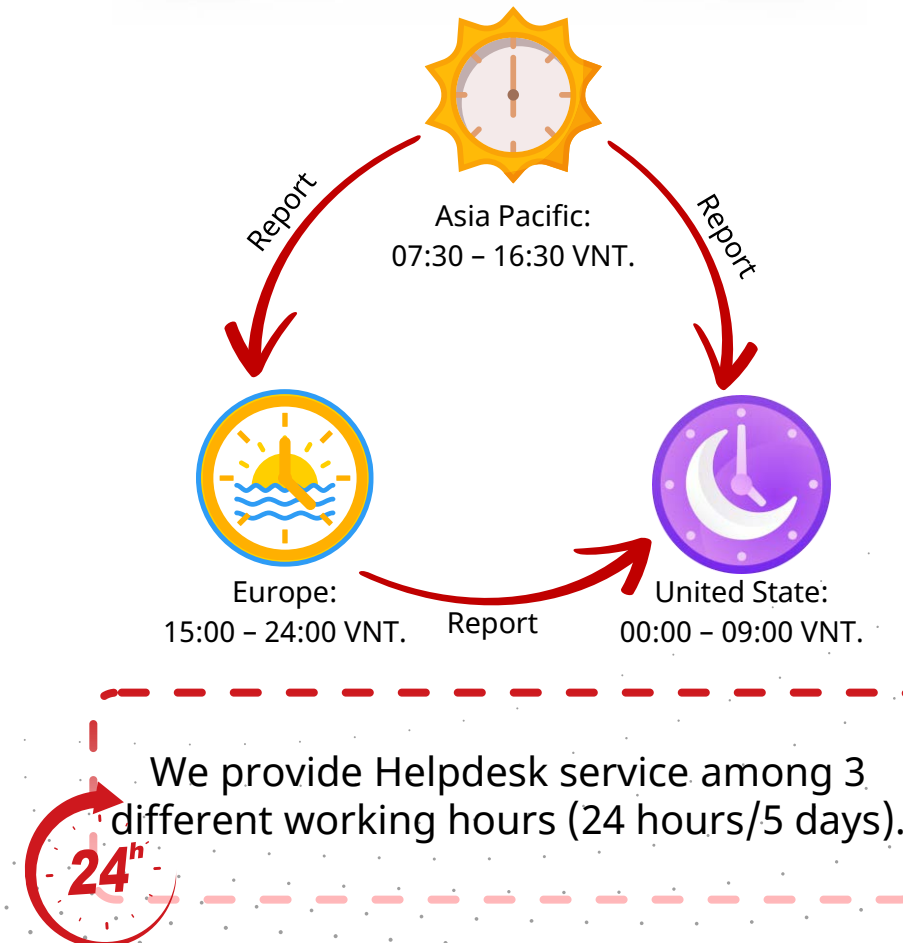
- Duration: Over 5 years
- Collaboration Model: ODC
- Maximum Size: ~13MM/month
- Current Size: ~8MM/month



Team Performance

Provide fixes to system defects/performance and deploy new/updated functions.

- Duration: Over 5 years
- Collaboration Model: ODC
- Total size (Since 2018): 250MM



System optimization consulting

Monitoring and managing the system

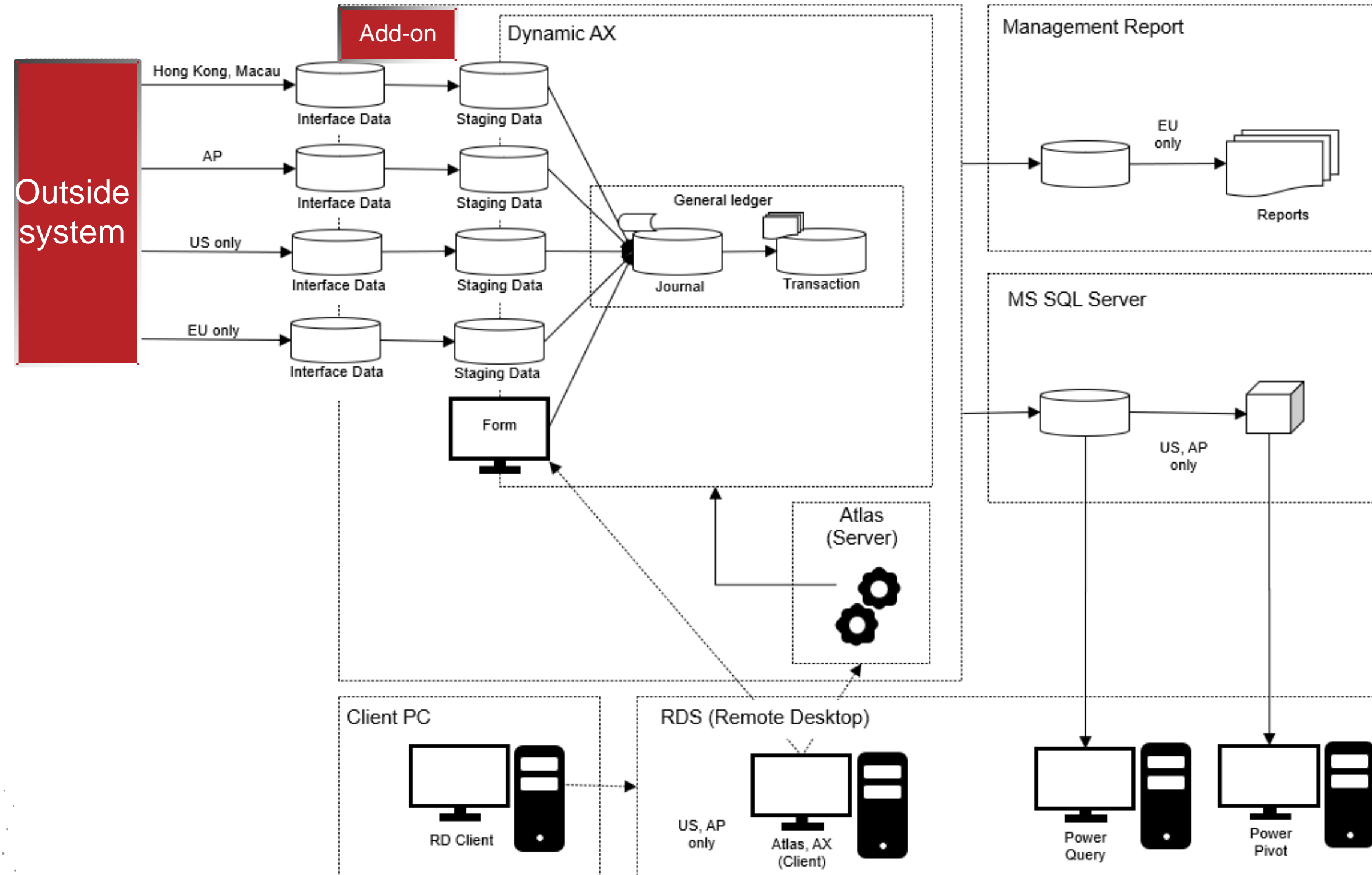
Investigating and resolving issues from QA

Developing custom features as requested

TECHNOLOGY



PROJECT ARCHITECTURE



FEATURES LIST

Tour accounting

- Manually register tour information or import it using a CSV file.
- Check revenue and expenses through the tour report.

Accounts payable

- Create vendor master information.
- Record expenses.
- Process invoice payments.
- Manage vendor information, operations, and transactions.

Accounts receivable

- Create customer master information.
- Record revenue.
- Process invoice payments.
- Manage customer information.

General ledger

- Register main account and master data.
- Create general journal entries.
- Manage financial reports and tax reports.

Cash and bank management

- Register bank account information.
- Perform bank reconciliation using bank reports.

Interface

- Import information such as tour master, general journals, sales, and costs from CSV files.

SECURITY

Regarding information security compliance, Luvina achieved a 5/5 satisfaction level, even with the customer's relatively high demands. For this project, we proactively implemented additional measures to enhance the project's security, such as:

Restricting employees from sending personal emails outside the organization.

Prohibiting the installation of file-sharing software on personal devices.

Synchronizing the test environment with data masked by IJDI.

Requiring team members to create a test environment icon and allowing remote access to only one environment at a time.



THANK YOU For Your Interest

Contact us for more information at:

 info@luvina.net

