

Luxury Travel Firm Chooses Business-Class File Standard

“Instead of an employee merging data from a spreadsheet into a document, by using Open XML we can automate the generation of invoices, itineraries, and other documents.”

Tim Parkinson, Technical Manager, Elegant Resorts

Elegant Resorts is a luxury travel company specialising in tailor-made holidays for discerning travellers. Customers can specify every detail of their holiday, from the exact seat they want on the aeroplane to the brand of mineral water in their limousine. Established in 1988, the company employs 180 people, with headquarters in the United Kingdom and offices in locations as diverse as Barbados and Dubai.

Most bookings are taken over the phone, but customers can also use the Web site to create a provisional itinerary for a holiday. Sales agents use this information to create documents including travel itineraries and invoices, which are sent to clients through e-mail.

Elegant Resorts is continually looking for ways to make these document workflows more efficient. Tim Parkinson, Technical Manager, Elegant Resorts, says: “In October 2007, Elegant Resorts deployed the 2007 Microsoft Office system, which uses the ECMA Office Open XML Formats standard.”

As Parkinson explains, he and his colleagues plan to accelerate the company’s document creation processes by using custom schemas supported in the new standard: “Instead of an employee merging data from a spreadsheet into a document, by using Open XML we can automate the

generation of invoices, itineraries, and other documents.”

The company anticipates other benefits. Craig Forshaw, IT Support, Elegant Resorts, says: “In future we’ll use the data that customers provide on our Web site to populate Open XML documents automatically.” Because Open XML has ZIP compression built in, Open XML documents are typically 40 to 60 per cent smaller than their binary equivalent. “We can already see that documents are using much less storage space, and the demand for bandwidth is lower too,” says Forshaw.

For more information about the Microsoft Office System, please visit:

www.microsoft.com/office



Customer Name
Elegant Resorts

Web Site
www.elegantresorts.co.uk

Number of Employees
180

Country or Region
United Kingdom

Industry
Retail and hospitality—Travel arrangement and reservation

Customer Profile
Established in 1988, Elegant Resorts is a luxury travel firm that sells custom-designed holidays to affluent clients. The company has offices in locations around the world, including Barbados and Dubai.

Software and Services
Microsoft Office
• 2007 Microsoft Office system Technologies
• ECMA Office Open XML Formats

Benefits

- Document workflows can be automated.
- Storage space can be reduced.
- Transferring documents requires less bandwidth.
- New format integrates with existing XML systems.