

Business cloud phone system and Secure payment software for international travel agency with remote workers



CASE STUDY

Max Ali, Commercial Director at SN Travel, an IATA bonded travel agent specialising in Caribbean travel reports some of their company challenges. He explains how Adooa have met these with our business cloud phone system features and secure phone credit card payment software.



CHALLENGE

SN Travel agent pride themselves in providing a personalised service for their loyal clientele and were keen to have:

1. a robust Unified Communications (UC) business phone system for their 15 employees in Antigua and London.
2. a secure and PCI compliant phone credit card payment service.
3. regular and more reliable call reports.

SOLUTION

1. Business VoIP phone system.

Adooa provided a Unified Communications phone system for SN Travel for its 15 users in 2020.

“We have an administration office in Stoke Newington, and then we have one in Antigua that we opened during Covid. The one in Antigua is, a representation office and most of our teams work from home. There is a good split of around 50% of staff from the Caribbean and 50% from here in the UK. Having a phone system that **enables us to work remotely** is vital and our phone system with you provides that.”

2. Compliant Credit Card Payment service

As travel agents SN Travel take large sums of money for holidays, and required secure credit card payment service, taking the payment out of scope of PCI DSS regulations. Max explained how they coped before Adoola implemented the secure payment software in April 2023, and how it has changed their offering:

“We weren’t allowed to take payments over the phone because it wasn’t compliant. So your secure payment system for us is a brilliant service because **it enables us to work from anywhere and take payments securely for our customers**. We have other tools which we use, but that one is the main one that our team tends to utilise for critical payments.”

“Before we sent links out to our customers for them to click and so on. But that has got these inherent problems. Sometimes it doesn’t work and **all they have to do is spell their name wrong or get a digit on their address wrong and the payment is rejected** ... and then it shows pending on their card for two or three days and creates problems.

Doing it by telephone is a much better solution. We were looking for something like this for about a year! We were aware that we needed a more secure way of taking a payment with a telephone and that’s the best way to do it, well the only way to do it really.”

How easy was it to connect and work?

“Adoola’s secure payment solution was easy to connect through our main credit card provider. It’s a very **simple system to use**. I’m using it to organise some training for my colleagues and we were running in 24 hours. So it’s very easy.”

3. Call reporting and monitoring

Max explained what other features they find useful as an international travel agent:

- “We use the **chat** that we have on the phone system quite a bit.
- We use **reporting** to make sure that we don't miss calls. We receive that report, which is set up by your support team, so that's very useful.
- We have a **monitoring tool** which is useful too. It’s nice to look at how many calls a particular group has missed.”

SUMMARY

Adoola are delighted to have SN Travel as a client, as they are forward looking and provide a personal service, both values that we hold in our company. We help a number of travel agents as clients and understand their needs for

- **remote/ hybrid working**
- **secure credit card payment phone service**
- **least cost routing**
- **international numbers**



For further information on for secure credit card phone payment, see adoola.com/secure-payments/

For more information on SN Travel: www.sntravel.co.uk