

CASE STUDY

# International Travel Company

## Ensuring positive customer experiences amid global pandemic

An internationally known travel company enlisted Rocket to ensure business-critical updates were implemented on-time.

### Challenge

Traveling allows us to explore different cultures, meet new people, and broaden our horizons. Making travel arrangements is exciting for these reasons, but it also requires in-depth time and financial planning. Travel companies must ensure their systems are running smoothly so potential customers can access them when needed. One major travel company and Rocket LegaSuite customer needed to update their reservations systems, which services thousands of international and domestic call agents. Amidst their update progress, the company was dramatically impacted by the COVID-19 pandemic, and business completely stopped.

### Results

We continued to work closely with the company to successfully implement Rocket LegaSuite on-time, helping them to modernize their critical business applications and enhance user experiences. Although the company had to make adjustments to their plans, and the updated reservation system was used for more re-bookings than new reservations, we're working to expand the application to a larger, more extensive group of users so the company is ready when customers are ready to travel again.

// Leaning on our values of empathy, humanity, trust, and love is more important than ever, as we work with our customers to navigate the shifting economic environment. Working alongside our customer to implement Rocket LegaSuite was not only a win for them, it was a win for us. We found success through providing excellent customer service, further building upon our trusted partnership. //

Jay Leader

SVP, Chief Customer Officer, Rocket Software

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