



CASE STUDY /

## Bon Voyage



### TESTIMONIAL

“ We’re specialists and our customers expect quality, so it’s important to have a reliable high spec web host - our customers need the site to be always up and always fast. ”

**Ashley Wilson**

IT Manager

Bon Voyage Travel & Tours Ltd.

### WHO?

Bon Voyage is a specialist travel agency advising on tour operations to North America. They offer high value travel arranged to suit the exact requirements of their customers. Many of their experts have been with Bon Voyage for 10-20 years, so can draw upon hundreds of Trans-Atlantic trips of their own when offering advice and information. This high level of service means their customers come back to Bon Voyage time after time to book their holidays.

### THE PROBLEM

Bon Voyage’s website drives 51% of their enquiries so they had to have a reliable platform that wouldn’t crash. It’s crucial to have a functioning website when demonstrating to a customer that they’re in safe hands. In particular, within the highly competitive travel industry, customers will not return to a site they’ve previously had problems with.

### WHY ULTRASPEED?

Considering how crucial reliable hosting is to their operation, Ultraspeed’s 100% uptime SLA appealed to Bon Voyage. In addition, Ultraspeed’s pro-active style of customer service gave Bon Voyage an extra reassurance that no matter the situation a swift resolution would be found.

### THE RESULT

Not only has Bon Voyage’s website never crashed, they have moved *all* their internal systems to Ultraspeed. They now have a database server to store all their customer data, all their bookings, and all their records (numbering around 80,000) with Ultraspeed. Bon Voyage staff can work more reliably from home because all they need to do to access their important files is log into the website. Their systems are updated remotely and instantly, saving all countless hours updating individual machines. Out-sourcing hosting to Ultraspeed has actually enabled Bon Voyage to have greater control over their system.

