Tourism Fleet Management

Challenge

State run Tourism Development agencies one of the objective is to promote and encourage tourism within the state. Agency manages 50 Hotels, 7 Bars/Restaurants, 7 Boating locations as part of its activities. In the seven locations where boating facilities are provided to tourists, the agency has introduced ticketing solutions through the implementation of POS units. These are connected to the central server to the data center through broadband facilities.

At the central site, the solution – built on Oracle database and VB front end – consolidates the ticket sales at every location and provides reports on the total sales for the day, week and month. Individual locations also provide end of day reports to the central site and the same is audited against the billing information available centrally.

The key area of concern is the perception that the actual number of visitors using the facilities at various locations exceeds the number of tickets sold. It is suspected that operators at various locations issue less number of tickets or do not issue tickets to tourists for additional usages or permit the tourists to use the facility without issuing the original tickets.

Solution

The solution consists of:

- Ticket Generation and Revenue Reporting System (TGRRS)
- Field barcode reader which is wirelessly connected to the TGRRS
- Active RFID based Boat Management Solution

Global Headquarters
570, Broad Street
Newark, NJ - 07102
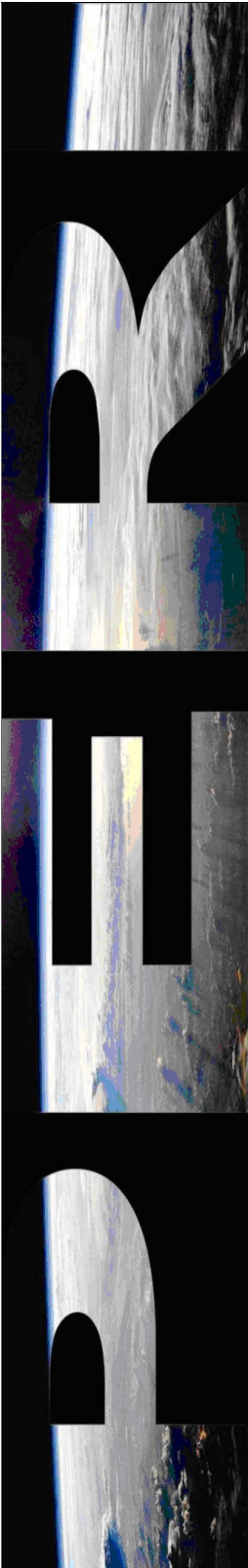Tel: 973 735 9500
Fax: 973 735 9593

San Jose Office
2880, Zanker Road
San Jose, CA - 95101
Tel: 408 207 9600
Fax: 408 207 9693

Los Angeles Office
333 S. Grand Avenue
Los Angeles, CA - 90071
Tel: 213 281 9313
Fax: 973 939 8494

Global Delivery Office
New No 4, 9th Avenue
Ashok Nagar, Chennai - 600 083
Tel: +91 44 4340 6000
Fax: +91 44 2489 3275

The solution proposed addressed the following areas:

- Keep an accurate track of number of tickets issued
- Keep a track of number of boats in use
- Track boats by availability
- Track the entry and exit times of tourists when using the boat services
- Track the actual usage of every boat
- Alert Ticket operator to collect payment from tourist for any excess usage
- Consolidate collections and enable audit to compare usage versus collection
- Provide reports as required.

Ticket Generation and Revenue Reporting System (TGRRS)

Ticket Generation and Revenue Reporting System is a browser based PC (local or intranet) application. This system provides inputs for the TGRRS operator to:

- Enter ticket and passenger details
- Check availability of boats online
- Displays boat availability and timings to passengers (via external display monitor)
- Interfaces wirelessly to barcode reader
- Perform data and sales reconciliation
- Print tickets and receipts
- Run reports
- Audits of boat usage and operator attendance
- Optionally, boat operator attendance can be managed via Fingerprinting or RFID Badge System to prevent proxy attendance
- Effectively manage customer complaints

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Barcode Reader

A single field tested, ruggedized hand-held barcode reader is either installed at the slip/dock or carried by a supervisor. This single barcode reader is issued to slip/dock supervisor who stays at the boarding point. This barcode reader interfaces with the TGRRS and validates and verifies tickets at the dock. Any invalid or expired or prior used tickets are notified immediately via audio tone or visual notification (ex. blinking lights). The barcode reader is wirelessly connected (using local Wifi) to the TGRRS system to perform validation.

PERI is uniquely qualified to help clients with their solution needs. Clients can choose individual components or integrated solutions from a spectrum of capabilities including:

- Consulting services
- Implementation services

PERI utilize best-in-class software and hardware products and technologies

To speak with a PERI expert or schedule an appointment, please call us at 1-973-735-9500 or +91-44-4340-6000 or email us at info@perisoftware.com

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