

Customer Nexus Tours

Industry Tourism

Country Mexico

Employees 1000

Solution Atennea Incoming & Atennea Transfer (on Microsoft Dynamics NAV)

Users 140

Year of implementation 2012

Countries with own offices 13 in America



Nexus Tours boosts its growth with Quonext's Atennea solutions

“Quonext solutions and the integration with our tour-operator have allowed us to generate such a level of productivity, efficiency and, above all, quality of information which has contributed us to focus our time in other areas while having a solid foundation for growth.”

Rubén Gutiérrez, Managing Director of Nexus Tours

Nexus Tours

With more than 20 years of experience in Mexico, Dominican Republic, Jamaica and the Bahamas, Nexus Tours is an incoming agency owned by Sunwing Travel Group, #1 in the Americas market.

It has operations in 13 countries and ambitious expansion plans all over this region, where Nexus provides high quality travel services for individuals, tour operators and corporations. These services include transfers, tours, excursions, group packages, conventions and weddings.

Atennea Incoming, primera piedra para el crecimiento

Nexus Tours starts to work with Quonext in 2012, when the company decides to install Atennea Incoming (software developed on Microsoft Dynamics NAV) in order to manage its Incoming division. This is a pivotal moment for the company's business, because in 2013 Nexus Tours decides to develop an ambitious strategic plan.

Rubén Gutiérrez, Managing Director of Nexus Tours, states that it is *“an integrated and comprehensive solution which allows us to fully manage our incoming and transport agency operational management, 100% supported in financial terms”*.

According to his opinion, Quonext's software and professionals *“have perfectly adapted to meet our needs. Considering the growth we are experiencing, it is extremely important.”*

Ground passengers transportation, with Atennea Transfer

In 2015 Nexus Tours decided to trust again in Quonext, in order to optimize the operations management of its ground charter transportation fleet (25 vehicles) with Atennea Transfer.

The project, which includes integration with Atennea Incoming and Microsoft Dynamics NAV, increases the company competitiveness. Atennea Transfer allows Nexus Tours to manage and control all this business unit needs (Billing, Cost control, Fleet,



Drivers, Incidents, Contracts, Analysis...) by providing a complete view and supporting decision-making.

Processes automation, the main benefit

Both Quonext Tourism software solutions have contributed to ease the business processes automation in Nexus Tours, increasing its competitiveness in a highly dynamic region as the Americas.

Mr. Gutiérrez provides a perfect example of these benefits: *"We have built integration with Sunwing, our tour operator (we're talking about more than 2 million customers for all our countries). Undoubtedly, this has allowed us to generate such a level of productivity, efficiency and, above all, information quality which has contributed us to focus our time in other areas while having a solid foundation for growth"*



Quonext, always beside Nexus Tours

This touristic services Company remarks the high professionalism of Quonext, a true partner when dealing with technology and business. Rubén Gutiérrez, Managing Director of Nexus Tours, states that *"one of the main features is their know how of our industry. This is not very usual in our market and segment, and saves us a lot of time on explanations. The team is exceptional."*

Quonext's Support service is not far behind. According to his experience, Mr. Gutiérrez says that *"it is highly customized and available. We are quite satisfied"*.

Projects for the future

Nexus Tours has an ambitious strategic plan for the coming years, the foundation for its growth and expansion goals. For example, the company plans to be in two new American countries during 2015.

Regarding its business software, the first project is *"the migration to Microsoft Dynamics NAV 2015."* As Nexus Tours' Managing Director comments, *"on that basis we expect to keep on growing in new destinations, mainly oriented to the Americas. Not only in the Incoming division (as incoming agency), but also adding the Transportation division in our new destinations, together with other business units."*