



## Press Release

### **Riviera Travel selects d-flo TravelComms for post-reservation customer communications**

**Riviera Travel, one of the UK's leading Escorted Tour and River Cruise Operators, has selected d-flo TravelComms software to enhance the quality of its post-reservation customer communications. Riviera Travel's guests will benefit from improved information about their holiday, through more professional, personalised and better branded customer communications.**

**London, 6 June 2016:** d-flo Limited, the document management and data flow specialists who enable their clients to achieve operational efficiencies, lower costs and increased brand loyalty, today announced that award winning Riviera Travel will commence using d-flo's TravelComms solution to manage their post-reservation customer communications.

TravelComms has been designed specifically for tour operators to enhance the experience of their customers before, during and after their holiday by producing enriched, informative and personalised communications.

**Liam Nicholson, Head of Business Transformation of Riviera Travel commented:** "As one of the UK's leading Escorted Tour and River Cruise Operators we're dedicated to ensuring that we meet, and indeed exceed the expectations of our discerning and loyal customers. As part of a review of our Customer Journey we identified that we needed a customer communications solution which would empower us to meet these needs whilst enabling us to become more efficient with our processes. During the procurement process it became clear that TravelComms was the comprehensive, multi-channel product that we were looking for.

More and more customers within our demographic are turning towards the digital world for service and communication and TravelComms, a solution which is inline specifically with our industry, will give us lots of shortcuts to enable us to take our brand to the next level. We're really pleased to have procured the solution and are excited in seeing where we can take our Customer Experience over the coming years."

**Colin Brimson, Business Development Director and co-founder of d-flo Limited commented:** "We're very proud to have been selected to help Riviera Travel achieve their goals for this very important area of their customer communications. Our approach to all projects with our customers is to understand what they are trying to accomplish and then use our expertise to give them what they want in solutions that add real value to their business. We're looking forward to a long and mutually rewarding relationship with Riviera Travel."

For further information on d-flo and TravelComms, contact Colin Brimson (Business Development Director) on +44 (0)20 3582 5212 or by [colin.brimson@dflo.co.uk](mailto:colin.brimson@dflo.co.uk).