

## Delphin Group decides for RESCO CRS from Rescompany Systems Ltd

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After already having installed the fully integrated shipboard property management system RESCO SMS on board their ships, the Delphin Group, combining Hansa Cruises and Delphin Cruises, selected RESCO after a thorough and detailed evaluation process as their reservations and CRM system. According to Andreas Hey, Managing Director from the Delphin Group, "the decision was made due to the excellent reputation of Rescompany Systems, the outstanding support levels as well as their knowledge of the cruise market. RESCO will be adapted to our individual needs and the ability to utilize the strong reservation application together with the integrated flexible CRM will be of great benefit to our operation."

With this new contract Rescompany Systems further strengthens its position in the German cruise market. "With the possibility of linking the shipboard management system with the shore based reservations system the Delphin Group will be able to bring the customer data which is gathered onboard ships back into the CRM profile of that guest," explains Peter Wingqvist, Managing Director from Rescompany Systems. "We will also transfer Delphin's two existing customer and agency databases into the one. Data migration is another area where Rescompany has a wealth of experience."

The two cruise wholesalers Delphin Cruises and Hansa Cruises, as well as MTC Marine Trade Consulting, Conpart Hotelmanagement and Catering-Service, all operate under the roof of the Delphin Group which offers worldwide cruises. The fleet consists of MS DELPHIN, MS PRINCESS DAPHNE and MS DELPHIN VOYAGER as well as two river cruise ships MS JOHANNES BRAHMS and MS BELLISSIMA. The company consequently pursues the philosophy of "straight from one hand" and combines important service providers that guarantee the successful operation of cruises including technical and nautical management and catering.

Rescompany a "Microsoft Certified Partner Company" provides software solutions to the hotel, cruise, wholesale and travel industry. Besides typical reservation functions, RESCO offers sophisticated CRM and marketing tools throughout its comprehensive product portfolio. Resco CRS: Central Reservations, Resco CRM: Customer Relation Management, Resco SMS: Ship Management System, Resco POS: Point of Sale, Resco INV: Inventory Management System and Resco HMS: Hotel Management System. All systems are based on the latest Microsoft .NET technology and the powerful MS SQL server. For more information please visit [www.rescompany.com](http://www.rescompany.com) or contact us directly by email at [pwinqvist@rescompany.com](mailto:pwinqvist@rescompany.com) or call +43-6221-7287 or +61-2-9526 77 11. Rescompany has offices in Salzburg, Sydney and Vancouver.

