

INTERRAILING PACKAGES

Digital Trip Companion when Interrailing around Europe with Tineri.



Liberating Travellers from Paperless Travel



Vital Trip Information anywhere in World



Simple and Easy to use



BACKGROUND

Interrailing Packages is the UK and Ireland's leading provider of quality European rail and accommodation packages.

The company was founded 10 years ago by Managing Director Donal McKenna after he was left frustrated when organising his own interrailing holiday, that there was no company online that could organise entire trips for travellers, Interrailing Packages Ltd's mission is to make interrailing easy and accessible to all. They achieve this aim by providing complete rail, accommodation, and support helping to ensure that the customer's adventure is everything they hoped it would be and more.

THE CHALLENGE

Historically, all travel documents were printed and compiled in "E-Travel Pack".

This pack included an itinerary, hotel directions, city guides and a few extra travel and advice documents. These were then posted to the customer along with their interrail pass and any tickets that they also might have needed. Eventually the "E-Travel Pack" had grown to such an extent that sending it alone wasn't convenient for either traveller or provider.

THE SOLUTION

With the increase in appetite for self-service solutions, Interrailing Packages felt that their customers would benefit better if documentation was available for them to download onto a phone or tablet.

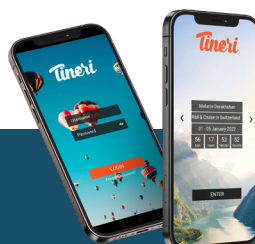
This would leave their information more easily accessible and would cut down on postage and stationary costs. Lisa Maguire, Service Team Lead, Interrailing Packages, says "When interrailing, offline availability is what our customers need the most. With Tineri, everything is there for them in one place, either in the documents or the itinerary."

Although the primary driver for Interrailing Packages to choose Tineri was digital itineraries, the app's other functionalities such as maps, offline mode, and accommodation, were of great appeal."

"We liked that we could list our accommodation separately and put on our own directions for the accommodation, which could then be used to pull into any booking, instead of having to create a separate hotel direction document every time for every customer. The maps built into the app were also a great addition for us and something we had been looking at for a while."

"Tineri combines customer support with process automation to create unforgettable travel experiences for travellers, allowing paperless information that is accessible and safe in one place."

Lisa Maguire, Service Team Lead, Interrailing Packages



"We aim to make interrailing easy and accessible. Not everyone is tech-savvy, so the fact that Tineri is simple and easy to use means a lot to our customers."

Lisa Maguire, Service Team Lead, Interrailing Packages

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