



Virgin Holidays Limited

Crawley

Industry

Travel operator

Virgin Holidays is an award-winning travel company offering bespoke holiday experiences right across the globe.

Originally created back in 1985 to sell trips on the new Virgin Atlantic flights to New York and Miami, we've gone from strength to strength ever since.

We're passionate about creating perfect holidays, and giving outstanding service at every stage. Ask for the world and we'll deliver it, exactly the way you want it.

Brilliant basics, magic touches

We strive to make every step a pleasure – getting the basics right, then dazzling customers with magical touches and a great sense of fun.

Our concierges call customers before their holidays even begin, to answer last minute enquiries and pre-book excursions. And once it's time for departure, our exclusive lounge at Gatwick Airport, V ROOM, is the perfect place to begin a great escape.

Committed to caring

To ensure our customers can really relax and enjoy every second, all of our air holidays and flights are fully protected for extra peace of mind.

We're also committed to caring about the future of our planet. We work with the Travel Foundation and Tourism Concern to support sustainable tourism, and with our supply chains to improve their sustainability.

“Innate helps us to deliver the right projects with the right resources at the right time”

Robert Farrell General Manager of Virgin Holidays Programme office.

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Virgin Holidays has a number of important projects, key activities and strategies to manage. We needed a simple, reliable, and effective resource planning tool in order to maximize the resources available, reduce project delays and improve resource management.

Challenges

- Need to manage resource conflict across the business
- Need to be able to be sure we are committing to the right projects earlier on in the process
- To agree what order should we assign resources in
- Need to ensure we start projects at times that make them easier to manage and deliver
- We need to avoid or manage clashes between projects, initiatives and key periods of 'Business As Usual' activity

Solution

- **Innate Resource Manager** is a single, easy to use, hosted web application for all projects, resources and reporting.
- Through a variety of system reports it allows us to maximise the resources available, giving potential headcount savings
- Resource Manager homepages provide resource managers with visibility of up to date resource information to make informed decisions.
- Using the scenario function gives visibility of the impact of a new project on key resource areas and allows us to plan and prioritise accordingly.
- Using the scenarios we can look at 'what gives' – when we do want to add something new
- Ensuring a project has secured and skill matched resources when required, reduces project delays.



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