



About Client	Industry	Location	Engagement Details
Client is a premier provider of hotel services to the airline industry	Travel and Hospitality	IL	Service Type: Portal (Hotel and car booking engine) development, managed services, maintenance and support Engagement Model: Offshore

Business Need

- To provide high-level customer service, with minimum costs

Solution

- Client was falling short of services owing to ill-equipped systems, manual process at the call center, increasing tie-up of hotels, rate calculations, competition etc. Client wanted to upgrade their systems as well as their service capabilities. After the system study, CES has identified the following as their business challenges:
 - Call centers manual process not effective
 - Customer group specific needs not being catered
 - To validate employment and supervisor status

Solution

- CES has helped the customer in automating their manual processes by developing a complete suite of reservation system or booking engine that includes the following:
- Developed a self-service booking engine using a secure platform for booking hotels and cars using web services from world span GDS
- Implemented all the business rules in the booking engine in proprietary customer portal
- Validate users with the LDAP services, as they provide discounted pricing for partnered corporate airline employees

Benefits

- Improved customer service
- Reduced cost by 50%
- Greater productivity as staff focus on higher value