



About Client	Industry	Location	Engagement Details
Client is a leading travel and ticketing agency	Travel and Hospitality	IL	Service Type: Application development, maintenance and support Engagement Model: Offshore Resources Deployed: 40+

Business Need

- Client was looking at an ideal technology solution partner capable of developing a new interface for the online ticket reservation system that would provide enhanced and easy interface

Challenge

- Client was using a system that was built with outdated technologies. To increase their sales and to provide instant and better customer support, client wants to develop a new interface for online ticketing reservation system

Solution

- Development of Java based interface with Amadeus GDS for airlines ticketing
- Integration with third party hotels and car rental systems maintenance
- Customer support and relationship management
- Voice, e-mail, live chat and content management
- Quality control
- Chargeback and returns management and accounting

Benefits

- Almost 95% of critical processes managed through low cost offshore delivery team
- Savings of over \$ 3 M / year
- Faster processing of customer request because all processes are managed under one roof
- Tightly integrated development and support mechanism for faster and proactive issue handling