Tech
Mahindra
BUSINESS PROCESS SERVICES

Tech Mahindra Business Process Services for Travel & Hospitality

Businesses across Travel, Transportation & Logistics (TTL) need new strategies to keep pace with changing customer preferences in today's digital age: intelligent self-service, more personalization, proactive social media presence. Smart consumers expect the right social pace and an innovative blend of online and mobile to surprise and delight.

At Tech Mahindra Business Process Services we offer a comprehensive suite of solutions that leverage next-gen digital and robotic technologies. We enable travel organizations to enhance customer experiences and loyalty, while reducing overall operation costs and minimizing risk.

The Role of Digital Business Transformation in Your Winning Story

We believe digital technologies offer unique opportunities to provide a seamless, personalized brand experience across all channels. At Tech Mahindra Business Process Services, our digital solutions for Travel include:

- Analytics: Business decisions powered by data-driven insights
- Consulting: Risk views to protect both revenue and reputation
- Technology: The latest in Travel Technology Automation

Comprehensive Suite of Solutions for the Travel Industry

Workforce Management

- CAREXA – Digital Transformation Framework
- Multi-Channel WFM
- Product and Service Change Innovation
- New Business Transformation

Multi-Channel Delivery

- Services across all channels:
  - Voice (Cloud-based and on premise)
  - Email, Chat
  - Social Media
  - Mobile Apps

Digital Brand Management

- Cloud-based Social Media Platform (SOCIO)
- Leverage Social Analytics to Enhance Guest Loyalty and Customer Satisfaction

Customer 360 Analytics

- Cloud-based Web and Mobile Analytics to Maximize Revenue
- Delight Guests w/Personalized Rates, Offers, and Communications
- Social Media Monitoring
- Loyalty Management Analytics
- Data Segmentation and Tracking

Intelligent Voice Support

- Intelligent Virtual Assistance – Multilevel, Interactive Customer Assistance
- Predictive and Preview Dialer Support

Conversation UI / Chat bots

- Cloud-based Chat Platform
  - Entellio- uses Artificial Intelligence
- Hotel Guest Conversational UI on Web and Mobile to Simplify Reservations
- Manage Bookings in Real Time

IRROPS for Airlines

- Cloud-based On-demand Application for Re-booking Passengers
- Real-time Alerts and Updates on Flights and Baggage via Mobile App
- Send Real-time Alerts to Airport Personnel on Re-booked Itineraries

Hotel On-Boarding Automation

- Seamless Integrated Solution for Faster On-boarding of New Hotels
- End-to-end Automation Including Application and Contract Management and Overall Process Management

Loyalty Program Management

- End-to-end Solution w/Industry-specific Back Office Support for Mileage Plan Updates
- Reconciliations, Reservations, Account Management and Compensation Services

The Tech Mahindra and Tech Mahindra Business Process Services edge in Travel, Transportation & Logistics

We have over 15 years of experience serving 50 Travel, Transportation & Logistics customers around the globe including:

- **6 International Airlines** and **3 Airports**

- **25+ Global Hospitality** firms (Hotel, OTAs, TMCs)

- **4** of top **5 Logistics** firms

- **3 Railroad** companies

- **1 Global Car Hire** organization

- **6000+ Employees** servicing the Travel & Hospitality industry

- End-to-end services across **150+ Travel Business Processes**

- Niche offerings in hospitality such as **Hotel On-Boarding Automation**

- **2500+ strong B2C and B2B Customer Research and Analytics** practice with over 50 clients

- Tech Mahindra Business Process Services TTL currently services the world's largest **Airline Loyalty Program**

- Deep capabilities in brand, web, **social media**, and loyalty analytics

- Track record of high quality, **timely ramp-ups**

- **Improved Analytics Software** to reduce effective operating cost

- **IRROPS solutions for Airlines** with focus on customer experience

- Strong **Six Sigma** and Lean **DNA**

About Tech Mahindra Business Process Services

Tech Mahindra Business Process Services is the BPO or BPM arm of Tech Mahindra – a USD $4.6 Billion company with 117,200+ professionals across 90 countries, helping over 885 global customers including fortune 500 companies. Tech Mahindra is amongst the Fab 50 companies in Asia (Forbes 2016 list) & in India's Top 50 Super Companies of 2016.

Entering a new era of transformations, Tech Mahindra Business Process Services has re-focussed energies towards 'Creating memorable digital experiences everyday' for customers. We are part of the USD 19 Billion Mahindra Group that employs more than 200,000 people across 100 countries. The Mahindra Group operates in key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, financial services and vacation ownership.

Connect with us to know more:

Visit us at, **http://bps.techmahindra.com**

write to **bpsmarketing@techmahindra.com**