

Client

The client is a leading international travel company who provides online Travel services.

Industry

Travel & Hospitality

Business Challenges

- Provide support without anytime delays
- Manage transitions with minimum support
- Maintain Integrity of various processes

Benefits to the Client

- Process improvement in key areas of the business for the client
- 70% increase in productivity with longer working hours covering different regions.
- Very high levels of quality standards being maintained
- Over 50% reduction in time frame for a new hotel to go live from the date of signing the contract.
- Sales have increased as waiting time for new information and booking confirmation has reduced.

The client provides cost-effective distribution services with an emphasis on online leisure and business booking. Keeping the tremendous growth of the business in view, the client decided to ally with an outsourcing partner and choose Zenith Software Limited (Zenith) to ensure round the clock service to all regions and manage growth, while reducing cost and providing better customer service.

- Zenith's role was to provide e-mail support for customer queries, interfacing with the hotels for providing room confirmations, interfacing with the clients for handling change requests and cancellations, sending out confirmation vouchers, faxing of various information, and so on.
- To update clients website regularly with information pertaining to the hotels they deal with such as: updating the images, content and rates, Incorporating new contractual terms negotiated with existing hotels and new contracts with new clients, Maintenance of database etc
- The client also needed outbound calls to be made to hotels to obtain updated information for the website and also to follow-up the hotels on various booking requests from clients.
- The client has over 1.6 million room nights booked every year, accordingly the invoices raised had to be reconciled and payments had to be settled to all the hotels on time without omissions and double payments. Zenith was entrusted with the Invoice re-conciliation process.

The Solution

Zenith undertook a complete assessment of all the processes and the IT needs of the client, and deployed them successfully. Zenith's offshore delivery model is highly structured with planning, training, technology implementation, testing and deployment.

Several similar activities were identified and grouped together for transitioning phases, which ensured quick and smooth deployment of many varied processes.

The following activities are provided to the clients on a 16x7 support:

- Email and Fax Processing
- Content Management
- Database Management
- Credit card processing
- Outbound calls to Hotels / Clients
- Amendments/Cancellations
- Invoice Reconciliation
- Hotel booking
- Rate Loading
- Handling Complaints