

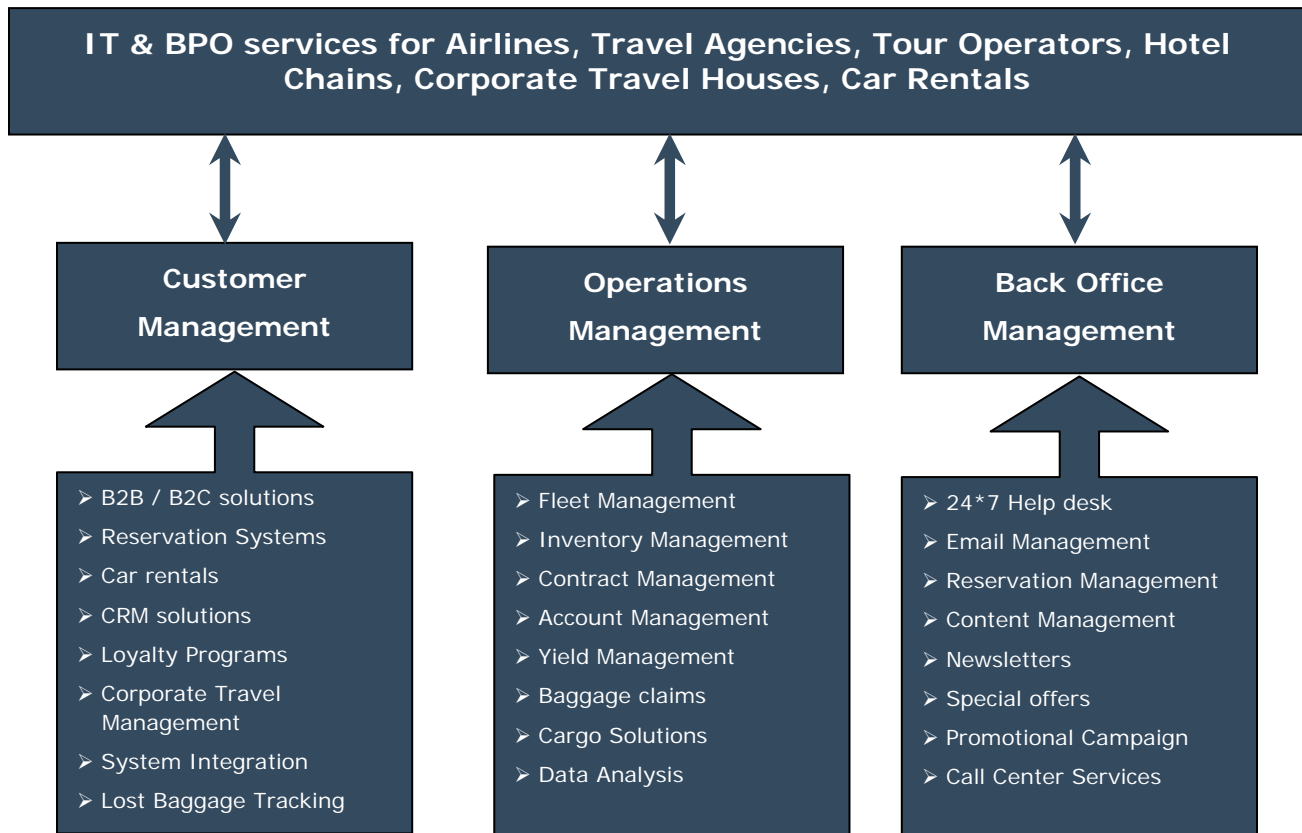


Travel Services

The global travel industry is very dynamic and constantly evolving. While consumers are trying to get the best deals and the lowest fares, service providers are looking at reducing cost per transaction, better manage inventory, attract and retain consumers and provide a dynamic solution with minimal investment.

Our Travel Service Offering

Zenith has successfully leveraged technology to provide end-to-end customized travel solutions to the diverse segments of the travel industry. Below is a snap shot of the services that we offer to the different segments.



Our Experience

We have been associated with the travel industry for over 5 years. We have developed end-to-end solutions to several of our clients around the globe. Our clients are pioneers in the travel industry and rank among the fortune 500 companies. Given below are some of the projects, which we have carried out for our clients.

STERNA Customization and Implementation

The client required a system which will track property inventory, trade credits, dollar volume against sales, shopping statistic versus booking, aggregate booking volumes against each corporate house. Zenith Software customized and implemented their proprietary travel product STERNA for the client, who is one of the global leader in corporate trade. Apart from this, we also integrated the product STERNA with GDS - Pegasus, payment gateway and client's existing accounting system successfully.

Internet Booking Engine

The B2B Internet Booking Engine (IBE) allows the clients' travel agents to search and select available hotels across the globe and make bookings. The solution also included an offline data entry application used for hotel data management. The solution was developed in .NET.

Automated Rates Upload

The client partners with online distributors of hotel rooms. This solution enabled the client to upload the room rates for various hotels online from hotel distributor's website. This updating of rates occurs on a daily basis after incorporating the commission on a real time basis.

Corporate Travel Portal

The client is a leading distributor of hotel room inventory over the Internet. The client's B2C portal provides hotel-booking services. The entire portal was re-engineered to function as a B2B portal specifically catering to large Corporate Houses. The re-engineering also involved providing role-based privileges and uploading customized corporate policies. The site was developed on Microsoft platform.

24X7 Customer support

This involved providing e-mail support, airline ticketing, hotel reservation, car rentals and other ancillary services offered by the client's portal. Apart from reservations we were also involved in query handling, amendments and cancellations, handling irate customers etc.

Content & Contract Management

We manage and maintain the content for our clients' portal. We write hotel descriptions, edit and upload images of the hotel, calculate rates based on the various services that are available with the hotel, update allotments and close out dates, and update information based on new contractual terms.

Account Management

We manage the clients' invoice to hotels, reconciliation against booking, converting hard copy invoices to digitized format, credit card processing, payments and refunds and bank transactions.

About Zenith Software

Zenith Software (Zenith) is a decade old company providing IT and BPO services. Apart from travel we also provide services to the Insurance, Banking & Financial industries. As an ISO 9001:2008 and ISO 27001:2005 certified company, we ensure that our services are of the highest quality and meet stringent service level requirements of the travel industry. We are part of the multi-million dollar Zenith Group with offices in UK (covering the European Region), Atlanta (covering the USA), Australia (Sydney & Melbourne) and New Zealand.

Our state-of-the-art offshore center is located at Bangalore, India. We enable our clients to leverage our cost effective resources in a price-competitive travel industry. Our own facility houses 400 plus staff and can accommodate over 1000 employees. Our operations are supported by reliable high-speed communication links and to ensure business continuity, we have established disaster recovery practices at various levels.

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