

Syntel's Reservation system modernization Increases Productivity by 40%

Syntel's client is a UK based marine and corporate travel management company with specialization in crew and rig executive travel booking and management. The wanted to develop an end-to-end online portal for travel purchases and tracking, that would streamline processes and reduce costs.

BUSINESS GOALS

- Development of an online customer portal for travel purchases and tracking
- A single internal operations workflow from receipt request, fare and best price availability, file finishing, PNR through to itinerary, to generating an invoice
- Streamlined operations, reducing call handling time and maintenance effort, thereby reducing costs

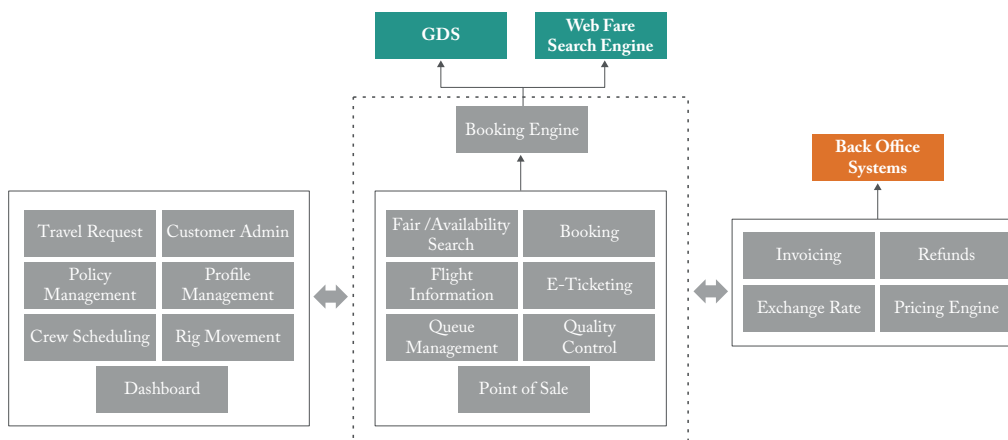
CHALLENGES

- Lack of integration of travel business operations across multiple offices
- Lack of consistency and transparency in sharing information across multiple locations
- Disparate applications used across different offices/regions for the same functions
- High maintenance costs of legacy applications
- Lack of accessibility across different platforms

SYNTEL SOLUTION

Syntel's Reservation system modernization application integrates multiple features of legacy systems into a single application to seamlessly work across all geographies and platforms. The enhancements include:

- A state-of-the-art web portal developed using service-oriented architecture
- End-to-end travel booking, including air and non-air products
- Reservation system's process and system standardization and consolidation
- Integration of front, mid, and back-office applications
- Integration with Traveler Profile and Policy Management



BUSINESS BENEFITS

>96% accuracy in bookings and increased responsiveness in fulfilling travel needs

~30% more productivity

40% reduction in maintenance and call handling time

- High degree of data integrity and operational efficiency
- Enhanced customer experience with rich UI

