

Cruise Capability

Differentiated customer experience
with 2/5 cruise leaders

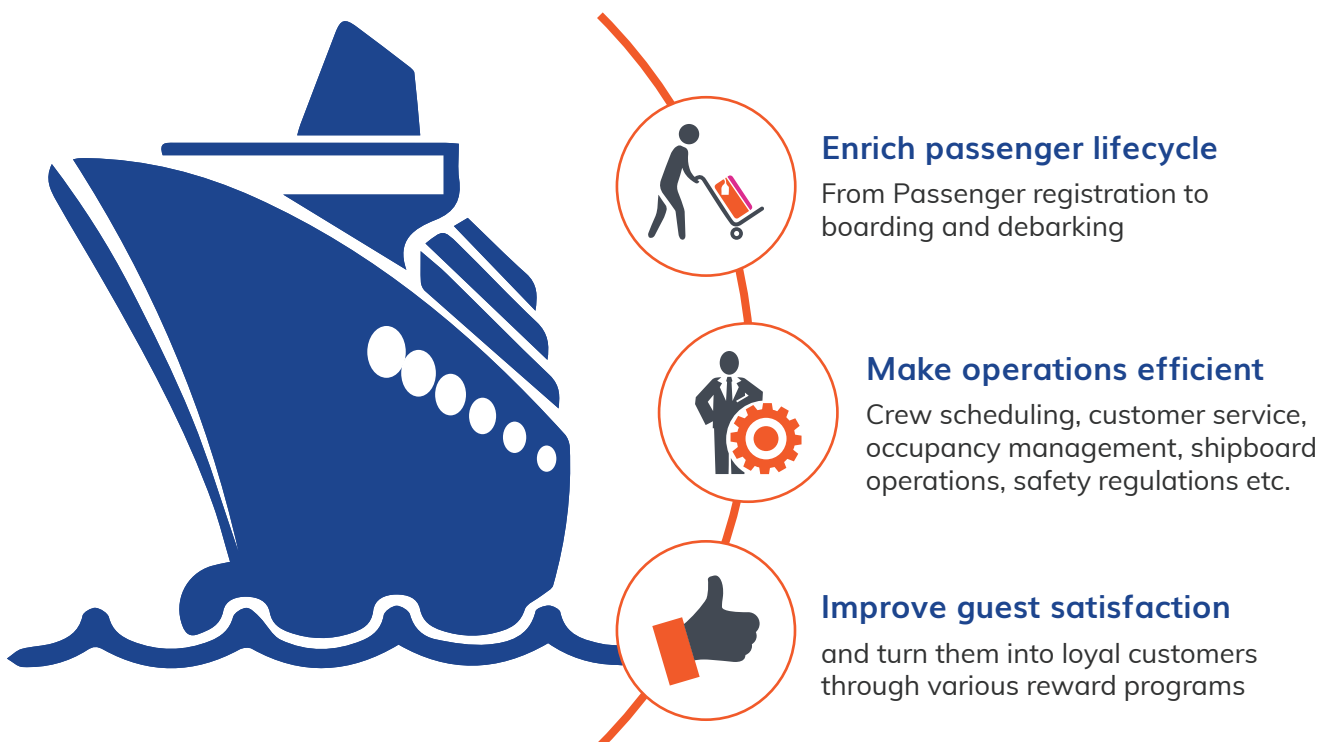


Cruises continue to be one of the most popular vacation options preferred by travellers worldwide. However, the space has been facing multiple challenges of not only increasing bottom line profits but also meeting and exceeding expectations for both first-time and repeat guests. The ever changing guest preferences for on-board services, shore excursions and itineraries create a challenging environment for the cruise industry.

Interglobe Technologies (IGT) is leading provider of integrated IT and BPM solutions to the cruise industry with end-to-end solutions including consulting, custom development, technology and customer service outsourcing. IGT's global presence, cutting edge technologies and operational expertise provide an efficient and cost effective way of facing the various challenges of the cruise industry. IGT has worked with 2 of the top 5 cruise leaders to enable better travel with operational and technology excellence.

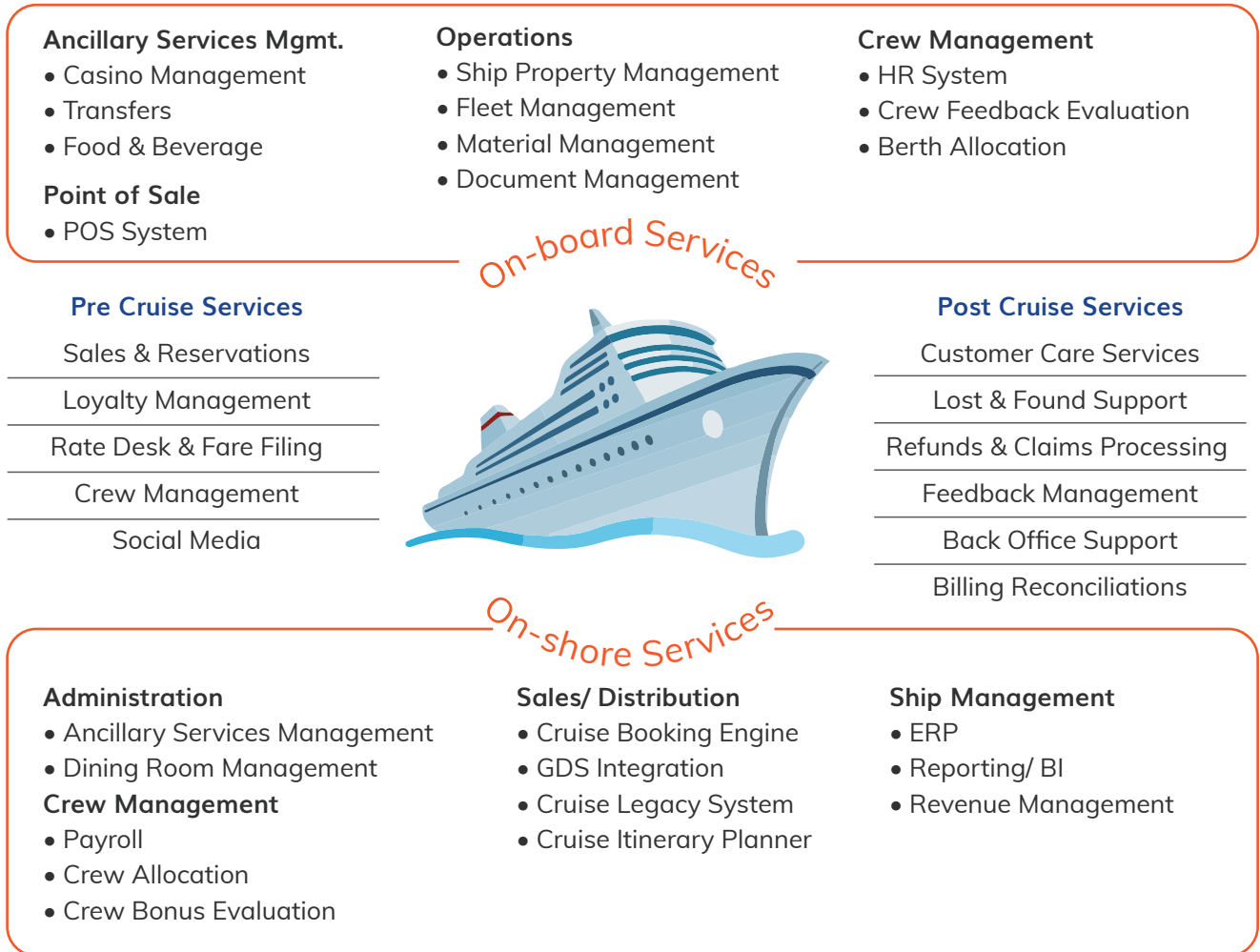
Business Challenges:

The cruise industry today is faced with a unique array of opportunities and challenges. Cruises are under great pressure to deliver operational efficiencies and bottom line performance. They also strive to remain competitive and provide exceptional customer experience. Some of the concerns faced by the cruise industry across the globe include:



IGT cruise capability

IGT provides both on-board and shore solutions to the cruise industry ensuring increased revenues, reduced net costs per Available Lower Berth Day(ALBD), higher efficiencies and enhanced guest satisfaction through its specialized business services



Demonstrated capability in cruise industry

- One helpdesk for all crew travel requirement support operating 24/7 for a leading cruise company serving more than 20 million passengers every year
- DSAT at less than 2% consistently over the years for crew management
- Data integration and conceptualization of all passengers on board and pre departure requirements
- Multilingual support for handling new markets
- Helped a leading cruise company increase passenger traffic by 20% in the first month of deployment

IGT IT-BPM Solutions

Continual innovation driven by non disruptive technology is the key to address the fore-mentioned issues faced by the cruise industry. Cutting edge technology enables cruises to maximize cost savings, increase revenues and at the same time enhance their overall customer experience.



Why IGT?

- Over **20 years** of travel domain led solution development experience, enabling end-to-end solution delivery
- **70+ active clients** across industry leaders in travel companies
- **12,500+** travel & technology experts across 18 nationalities
- Services across **5 continents** in **20 international languages**



IGT Solutions

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