An Integrated IT & BPO Support Services to the Hotel E-commerce Provider

iGT SOLUTIONS

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Business Need

Partnership: Our client was looking for a partner to take over their existing captive support center

Domain Capability: Our client was looking for hospitality domain capabilities with for experience in developing connectivity solutions for OTAs and PMS systems

Value Adds

- Successfully implemented **PCI DSS compliance** in key client products like Distribution Manager, Internet Booking Engine and connectivity framework for OTAs and PMS, with **zero downtime**

- Higher efficiency and capacity by creating common code base for DM components and locking mechanism at scheduler level

- Seamless connectivity established between 2 different distribution manager platforms for the client with minimal impact on latency, system functionality and system performance

- Enabled more number of hotels to be hosted on the platform, thereby increasing revenue

Client

Our client is a leading Hotel E-Commerce provider with leading-edge products and solutions to the hospitality industry to increase profits by maximizing direct bookings and brand visibility in the digital distribution environment.

Focus Areas

IGT provided integrated IT and BPO support services with exceptional hospitality domain expertise in following areas:

- Product Support - Distribution Manager
- PMS Connectivity
- QA, Testing
- Hotel Onboarding
- OTA Connectivity
- L2 Support
- Application Development, Support and Maintenance

Solutions Provided

IGT followed a unique approach with below mentioned highlights:

- Successfully rebadged employees from client captive center to IGT

- Leveraged hospitality domain expertise to successfully implement PCI DSS compliance in key client products like Distribution Manager Internet Booking Engine and connectivity framework for OTAs and PMS

- Coordination with more than 130 OTAs and more than 40 PMS partners to implement system modification related to PCI DSS