IGT
SOLUTIONS

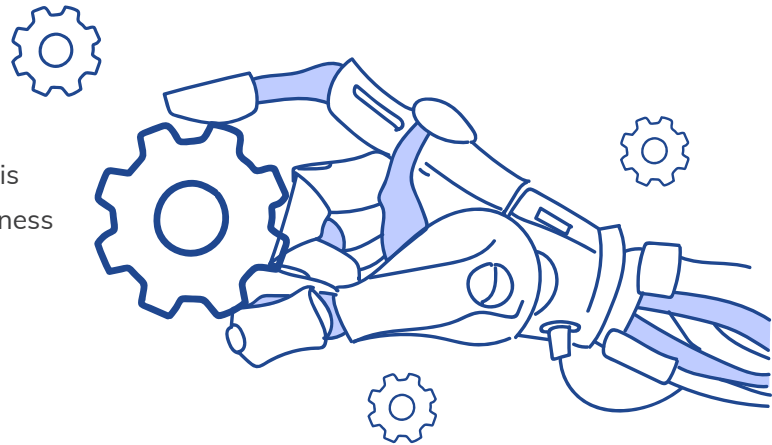# Automating Travel Processes

Robotics Process Automation (RPA)

Travel Process Automation

The travel industry is undergoing a rapid transformation. Changing customer demographics and preferences are propelling travel brands to focus on creating differentiated customer experience. Moreover, the need to comply with dynamic regulations is forcing them to introspect and relook at their cost structures. One of the obvious ways to manage costs is to drive operational efficiency. Travel organizations are increasingly turning towards automation to optimize the business processes and re-envision opportunities to employ human capital strategically.

Robotic Process Automation (RPA) offers a futuristic mechanism to streamline business operations without the need for radical changes while minimizing risks.

RPA at IGT

IGT Solutions (IGT) RPA Centre of Excellence (CoE) is helping travel companies worldwide to unlock business efficiencies, cost savings, and improved employee engagement.

Over	Deployed	Around	Over
$2M	**70⁺**	**34,000**	**1M**
Savings	BOTS	Hours Savings	Executions

With decades of experience in managing back-office operations for global travel and hospitality brands, IGT understands the areas where BOTS can be deployed to automate business processes and increase overall efficiency of the function.

Reservations	Finance & Accounting	Refunds
Customer Support	Content Management	Audit & Compliance
IROPS	Procurement	Claims Management

Digital Transformation Through IGT RPA

IGT RPA is an ideal blend of Automation and Artificial Intelligence (AI). The solutions are developed for travel companies to maximize RPA benefits in their digital transformation journey. The RPA CoE focused on automation and digital technologies caters to travel service providers in two aspects:

Enterprise Transformation *(Build, Operate, Transfer)*

The model encourages adopting RPA systematically across the organization. IGT RPA CoE with deep technical and travel domain knowledge follows an agile approach and structured methodology to implement RPA solutions with minimum disruption and maximum integration in a least amount of time and enable quick ROI.

RPA Maturity Assessment for the Enterprise	▶	RPA/Automation Roadmap	▶	RPA CoE Blueprint

Business Process Transformation *(Outcome-based Value Driven)*

IGT RPA CoE uses its in-house archive of solution accelerators and reusable functions to quickly shape BOTS to perfection and to operate in varied and complex client environments. This approach focuses on a specific business function or processes to identify automation opportunities.

Business Process RPA Assessment	▶	Optimize process for Digital Workforce	▶	Identify process/ steps for Automation	▶	Business Case/ROI	▶	BOT Deployment	▶	BOT Monitoring & Support

RPA Offerings

IGT is a partner of choice of global travel companies for RPA solutions. They leverage IGT's RPA expertise to identify back-office processes that can be automated by deploying tailored BOTS to perform transactional and repetitive tasks efficiently.

RPA offerings are provided in the following areas:

RPA Consulting

RPA Application Assessment

Financial and Technical Feasibility

ROI and Business Case Development

RPA Rollout Roadmap

Custom RPA BOT Development

Attended/Unattended/Hybrid BOTS

Cognitive BOTS

Support and Maintenance

RPA Testing & Monitoring

QA BOTS for Validation

Manual Validation

Code Reviews

Process Level Monitoring

BOT Performance Monitoring & Reporting

Industry Solutions

Customizable Refunds Processing BOT for LCC

BSP Refund Application Management & Business Insights BOT

Hotel Rate and Contract Loading BOT

Invoice Processing & Posting to SAP

Cognitive Capabilities

AI | Machine Learning | Natural Language Processing | Machine Translation | Computer Vision

Powered By

AUTOMATION ANYWHERE   UiPath

Implementation Frameworks

iTrip Methodology: To perform process cataloging, assessment and ROI calculations, once the course of action is decided.

dWizard: Collection of functional and technical accelerators built on top of RPA platforms to deploy RPA faster and in a planned manner.

RPA Benefits

RPA is gaining huge traction in this pervasive culture of change in the travel industry. Organizations are increasingly adopting this emerging technology in their quest for efficiency gains along with the need to keep pace with evolving consumer expectations.

Cost
BOTs are cost effective. Deploying them reduces operational costs significantly when compared to conventional outrsourcing.

Compliance
Operating at near 100% error-free rate, BOTS do not deviate from a compliant process. BOTS can also be used for conducting audits to ensure full compliance.

Scalability
RPA increases productivity and aids growth with same or lesser work force. It also provides instant scalability to provide resilience to sudden surges in process volumes.

Insourcing
RPA allows organizations looking to restrict outsourcing, an opportunity to enjoy the same benefits of cost arbitrage without the need to outsource.

Velocity
BOTS are faster than humans adding speed and agility to business processes which has a transformational effect.

Non Intrusive
BOTS can be deployed for businesses without unduly changes in IT and have a breakeven period. This mitigates the risks associated with traditional outsourcing.

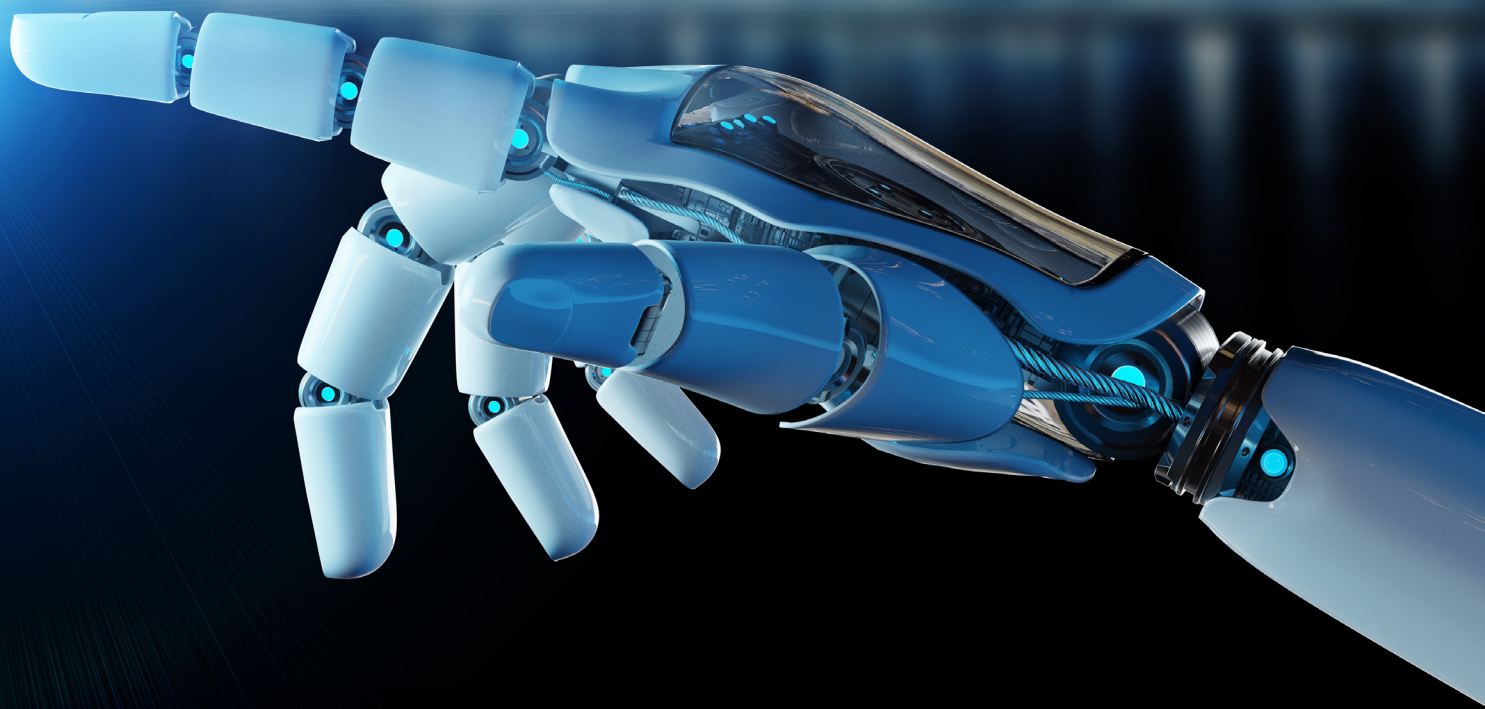## Industry Expertise

 Airline

 TMC

 OTA

 Hospitality

 Cruise

 Airport

Why IGT?

- IGT Solutions is a leading IT, BPM and Digital Solutions and Services provider committed to deliver innovation and business excellence across the entire spectrum of Travel, Transportation and Hospitality domain.

- Managing highly differentiated customer experience for leading 70+ travel brands.

- Over 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery.

- IGT employs more than 12,500 travel professionals in 5 continent, has 17 state-of-the-art delivery centers, and worldwide operational presence.

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