

Transformation Reimagined

Innovation Driven | Experience Centric

Travel & Hospitality Industry Practice

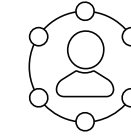


Trends Shaping the Travel & Hospitality Industry



Trends and Impact

Personalized Omni
Channel Experiences



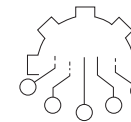
Customer
Experience

Data Integration
& Behavioral Analytics



Hyper-
Personalization

Automation and RPA



Business Agility
& Flexibility

Sharing Economy



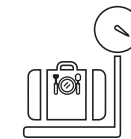
Business
Transformation

IoT Empowerment



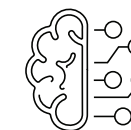
Smarter Assets

Ancillary Revenue



Increased Profitability

AI / ML



Informed Decisions

Fulfilling Business Needs with Industry-Leading Technology



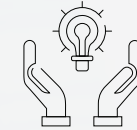
BUSINESS DRIVERS



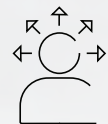
CUSTOMER EXPERIENCE



OPERATIONAL EXCELLENCE



ASSET MANAGEMENT



INITIATIVES

- Personalization
- Omni Channel Experience
- Ancillary Revenue
- Loyalty Programs

- Disruption Management
- Baggage Management
- Employee Mobility
- Operational Optimization

- Asset Utilization
- Digital MRO
- Asset Visibility



TECHNOLOGY ENABLERS



AI & Automation



IoT & Analytics



Cloud



Mobility



Location Based Services



Platforms & Integration



HCL SOLUTIONS

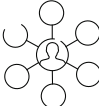







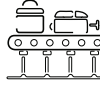
- Hyper-Personalization
- Customer 360
- AI Chatbots
- Process Automation

- Disruption Management
- iMRO
- Digital Crew
- Airport of the Future



- Smart Facilities
- Predictive Maintenance
- Digital Retail
- iMRO

Dedicated **Travel & Hospitality** Centre of Excellence Providing Domain Capabilities and Innovation

Travel & Airlines

-  Omni-Channel Commerce
-  Airport Operations
-  MRO / Inventory Management
-  Digital Retail
-  Flight Operations
-  Predictive Maintenance
-  Asset Management
-  Crew and Workforce Management
-  Baggage and Cargo Management

Hospitality & Cruise Lines

-  Omni-Channel Commerce
-  Property Management System
-  AI Chatbots
-  Reservations Platforms
-  Revenue Planning
-  Digital Retail
-  iHMS



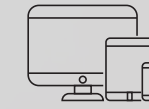
Delivering Business Impact



DIGITAL CREW SOLUTION

Global Middle-Eastern Carrier

Digital on-board platform to enable passenger management. On-board CRM and crew operations drove 12% productivity increase of cabin crew and increased customer satisfaction.



DIGITAL PLATFORM IMPLEMENTATION

Timeshare Operator

Implementation of a cloud-based e-commerce platform which provides the ability to sell inventory to all customers and drive increased ancillary revenue. Platform is targeted to drive 15%+ revenue growth.



MRO AND INVENTORY MANAGEMENT

Leading Global Airline

Implemented a new inventory management system which provided visibility into inventory across stations and expedite finding parts across the system. The program drove \$25M USD of savings through real time inventory visibility and potential of \$100M USD worth reduction in excess aircraft inventory.



END-TO-END INFRASTRUCTURE SERVICES

Leading Global Hotel Chain

Managed end-to-end infrastructure including data center, digital workplace and cloud services. Next-Gen intelligent operations led to a 75% reduction in time to market and 50% reduction in overall efforts.



DISRUPTION MANAGEMENT SOLUTION

Leading Low Cost Airline

Built a disruption management solution that integrated aircraft operations, customer operations, cargo, crew, and maintenance into a seamless integrated platform that provided real time visibility and the ability to automation solutions to disruption management situations.



QUALITY AS A SERVICE

Leading Canadian Airlines

Provided Quality Assurance as a Service which combined software and resources as a single offering for performance, service virtualization, API, and security testing. This service enablement for a large system modernization project helped an on-time implementation and reduction in capital costs.



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