

Travel Management Process Automation

Innovation Driven | Experience Centric



Business Drivers



Travel Management Companies

- 2.5 million Agency Debit Memos valued at USD 597 million
- Fare quote eating upto 60 minutes of traveler's time
- Missed cheapest fare opportunity
- Improved customer experience
- Fare accuracy



Business Benefits

- 98% accuracy on integrated fare quote
- 98% reduction in Agency Debit Memos
- 90% reduction in time
- Personalized experience
- Increase ancillary revenue
- Trackable audit trail

Solution Overview

Traveler

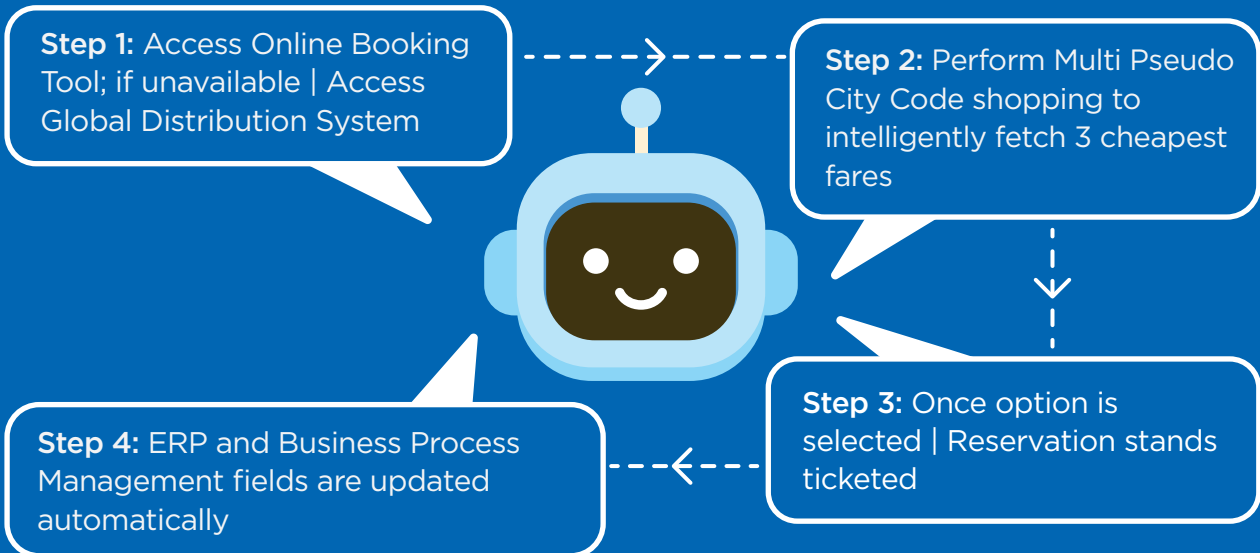
- Raise request via self-booking tool or email
- Review quoted option and get the necessary approvals

Business Process Management



Travel Management Company Agents

- Validates entries into BPM
- Travel Exception fulfillment



Traveler, Business Process Management and Travel Management Company are key stakeholders

BOT fulfills necessary tedious back-end tasks

Multi Pseudo City Code shopping enables BOT to fetch cheapest fares basis Point-of-sale

Exception handling fulfilled by Travel Management Company agents

Ability to cross and up-sell

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2019, HCL has a consolidated revenue of US\$ 9.7 billion and its 149,173 ideapreneurs operate out of 45 countries. For more information, visit www.hcltech.com

