

## Case Studies

Here are some of our success stories. We have detailed case studies around each of these, which can be downloaded from our website.

- Online booking system development and support (leading worldwide provider of hotel reservations-related services and technology)
- Reservation System development and testing – (World's leading online reservation portal)
- Customer Loyalty application support (A subsidiary of a Canadian based airline company)
- Enterprise Solutions implementation (A US based restaurant chain)
- Customer Information System / Loyalty System – (leading EU based airline)
- Integration of Reservation System with Revenue Management System – (leading provider of pricing and margin optimization software)



### About TTHL Practice

Hexaware provides IT solutions and services to hotels, resorts, travel agencies, tour operators, online travel, GDS, airlines, cruise lines, and car rentals across the globe. Hexaware's competency spans the entire travel & hospitality sector involving applications such as booking engine, loyalty systems, revenue accounting and reservation systems / GDS.

### About Hexaware

Hexaware is a leading global provider of IT and BPO services. The company has achieved leadership position in domains such as Banking, Financial Services, Insurance, Transportation, Logistics and HR-IT solutions. Hexaware focuses on delivering business results leveraging technology solutions and specializes in Business Intelligence & Analytics, Enterprise Applications, Independent Testing and Legacy Modernization. Hexaware has been providing business technology solutions for over 18 years and offers world class service delivery, technology leadership and skilled human capital.

## Travel and Hospitality Service Offerings



**Nurturing Relationships. Enhancing Value.**

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## Introduction

The 3.5 trillion dollar hospitality industry has gone through tremendous change over the last decade, some of which being dictated by technological advances, such as the shift from legacy to new technology. The increased use of the internet has spawned a plethora of new opportunities along with new intermediaries who seamlessly integrate the travel and hospitality industries like never before.

New technology and improved business processes have had a colossal impact on transforming this industry - real-time access to inventory, transparency across multiple channels, precision targeted campaigns at niche segments, seamless exchange of operational information and key performance data.

Keeping pace with the lightening speed of changes in technology and distribution revolution have been identified by the International Society of Hospitality Consultants as a part of top ten issues affecting travel and hospitality industry. At Hexaware we bridge technology and business with a deep understanding of the underlying challenge – legacy and the latest at its best.

## Travel & Hospitality @ Hexaware

Hexaware offers services and solutions to address the entire technology landscape of the Travel & Hospitality Industry. Hexaware provides IT solutions and services to hotels, resorts, travel agencies, tour operators, GDS, airlines, cruise lines, and car rentals across the globe. Travel & Hospitality practice currently contributes 25% to Hexaware's top-line and is led by industry experienced technical and business professionals.

Hexaware's solutions help hotels of all sizes, from budget to luxury sectors (including large global chains or single property estates) gain an unfettered view of critical data across their portfolio, allowing them to have better control of their decisions and ultimately empower their business.

## Views of Industry Analysts

- Leading vendor in Gartner's Hype Cycle for Transportation, 2007
- Leading vendor in application services by Gartner in Hype Cycle for Application Development, 2008
- Niche player by Gartner in 2007 – ERP service providers for North America

## Key Areas of Expertise

**Sub-Verticals** – Hotels, Restaurants, Travel portals, Car rentals, Cruise lines, Loyalty firms

### Areas of expertise

- Reservations
- Internet booking engine
- Web check-in
- eCommerce applications / Web portals
- Self-service kiosk applications
- Customer loyalty / CRM
- Revenue / Yield management

### Solution Accelerators

- TALK – Internet booking engine
- Customer loyalty framework
- Quick-check – Check-in system

### Niche Expertise

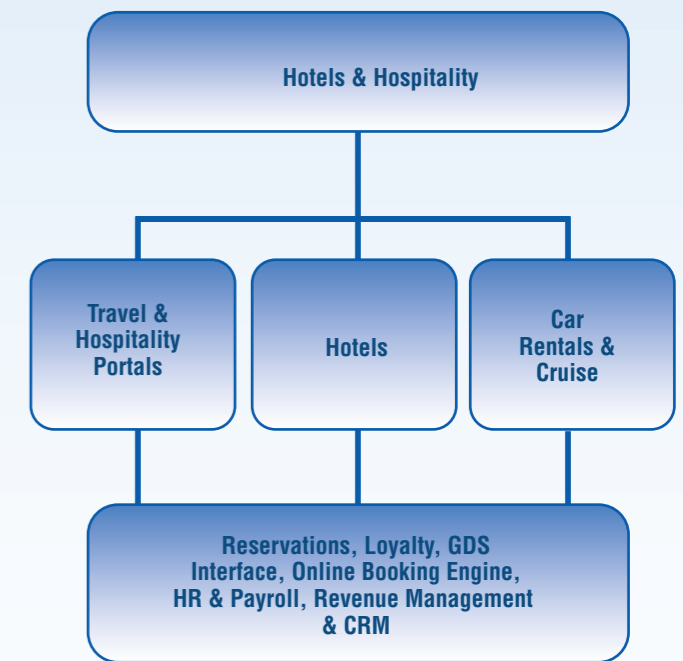
- GDS interfacing
- OTA based interfacing
- EDI, XML integration expertise
- Payment card (PCI) compliance



## Service Offerings

Our experts in Business Analytics, Testing, Re-engineering and Architecture Consulting bring years of profound experience working on industry specific solutions. Hexaware's service offerings for the hospitality industry are:

- Web development – web portals
- Application development & maintenance
- Application maintenance & support
- Legacy modernization & new technology migration
- Enterprise solutions – ERP / CRM - Oracle, SAP, Siebel, PeopleSoft, Dynamics
- Business Intelligence & Analytics
- Integration services
  - GDS integration
  - PMS - CRS integration
- Revenue management
- Independent testing services



## Technology Expertise for Travel and Hospitality Sector

### Technology Offerings

- Web technologies - J2EE, .NET
- Legacy - IBM TPF, Unisys USAS
- Messaging - EDIFACT, XML
- BI/BA – SAS, COGNOS, Hyperion, Abinitio, MicroStrategy, Informatica, Business Objects
- ERP - Oracle, PeopleSoft, SAP, Dynamics
- Integration tools - MQ Series, Vitria
- Testing tools (Mercury, Rational)

## The Hexaware Advantage

