



## Case Study

### Travel and Transportation



# Development and Production Support for a leading Travel Technology Company

## Client Overview

Client is a leading Travel Technology company in profitability management and optimization software solutions. With decades of experience and an ongoing investment in R&D to deliver software solutions across a diverse set of industries. The product provides solution in Sales Effectiveness, Pricing Effectiveness, Rebate Management & Revenue Management Provides solutions to the Manufacturing, Distribution, Services & Travel industries

## Business Need

- Interface development between the Revenue Management and the Airline reservation Systems.
- Maintenance and Support

## Business Challenge

- Revenue Management is a niche area which involves lot of business complexity and has straight impact to revenue.
- Functionally Revenue management is complex.
- Offshore Turn Around Time for 24 X 7 critical support.
- Interface is a middleware application; business knowledge is very complex and minimal knowledge of Revenue Management product.
- Since applications processes huge data, high performance is important.

## Hexaware Approach

The Customer has Revenue Management products which include a suite of applications. These products integrate with various airline reservation systems hosted on leading GDS/CRS providers (SITA, Sabre) to share the reservation and booking data. The interface between the Reservation System and Customer's Revenue Management product is developed by Hexaware. Also, we are involved in maintenance and support for the core RMS products and the integration applications.



## Business Benefits

- Cost savings to client due to integrated processing
- Uninterrupted 24 X 7 (around the clock) critical support.
- Hexaware is potential preferred partner for future business developments.
- Useful in further Bids with the client.
- Knowledge on Group optimization Products.
- Good airline PSS domain knowledge.



## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.