

TATA CONSULTANCY SERVICES



Travel Management Company Business Unit

Travel, Transportation and Hospitality



Experience certainty.

IT Services
Business Solutions
Outsourcing

How do you spur profitability when operational costs soar and commissions dip? How do you maintain process efficiency after mergers and acquisitions? How do you meet increasing customer expectations in the competitive travel industry?

At Tata Consultancy Services (TCS), our Travel Management Company (TMC) professionals bring you the answers. Our extensive domain knowledge and integrated services in the business unit addresses these issues, thereby making us your preferred domain partner in helping you achieve business growth.

Overview

In the present day scenario, travel management companies face a host of challenges over an array of issues ranging from increasing overheads, stiff competition from suppliers, reducing commissions and above all the current state of global economy encouraging checks on travel cost.

With all this, and demanding customers whose loyalty is at an all time low, organizations need customized travel solutions. Travel management companies need to find new and efficient ways of managing operations to drive profitability.

In such a scenario, joining hands with an able partner, who has domain knowledge, is technology-savvy, and can provide solutions to key issues, can bring enterprises the much-needed edge. Equipped with the right skills, we play this role for you. Our TMC domain expertise helps you counter challenges successfully and meet customers' expectations, thereby adding dynamism to your business and optimizing operating costs.

Why TCS

Our highly-skilled consultants have extensive domain experience in the travel business and knowledge of industry best practices, making us your partner of choice.

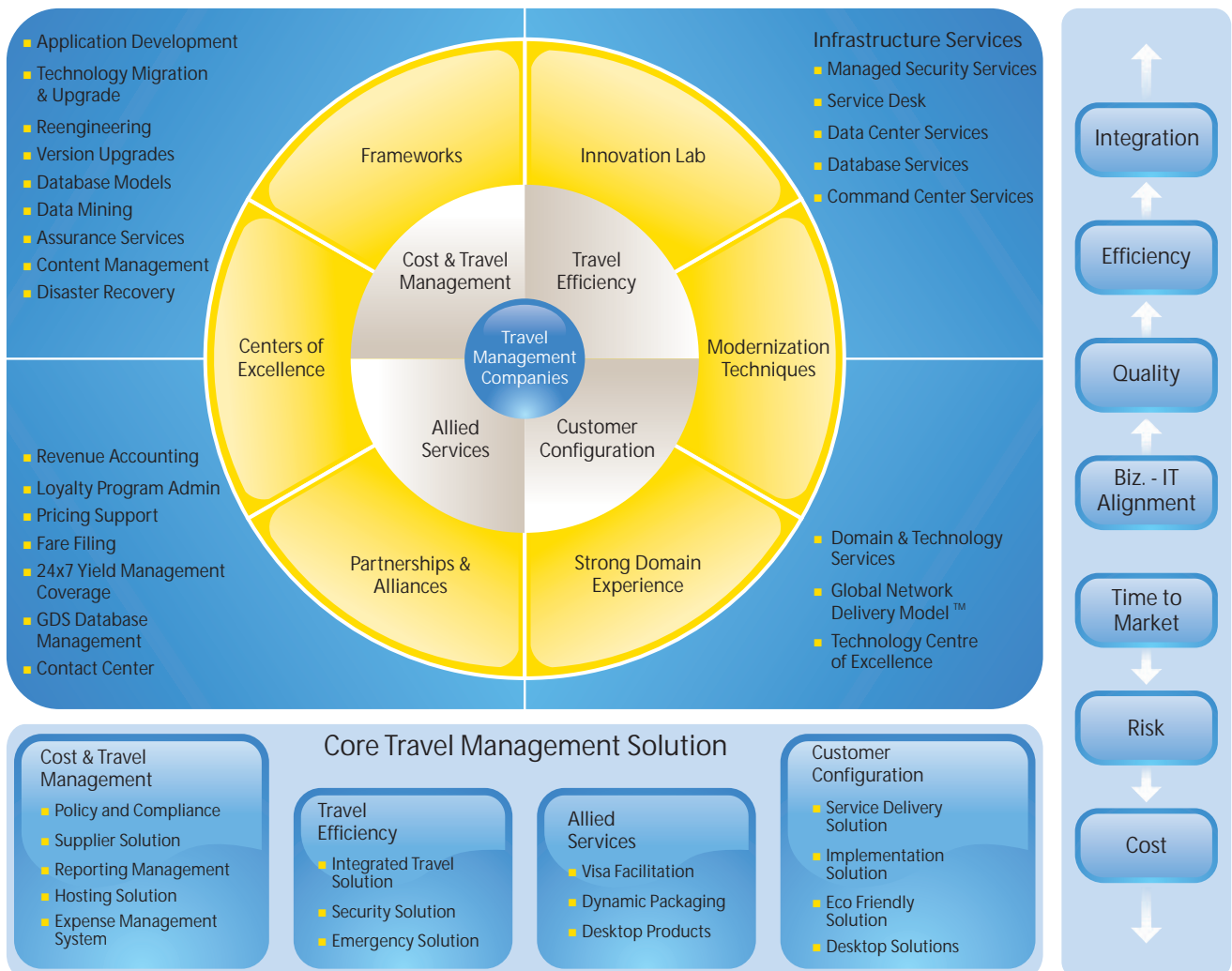
As your strategic partner, we can help you maximize opportunities in this age of convergence and react effectively to market demands. Our solutions and services cater to the needs of different players across the travel value chain. Our Global Network Delivery Model™ allows us to work with enterprises across continents by utilizing time zone differences effectively and leveraging our global exposure and experiences.

What helps us add value to an engagement is a dedicated Travel Innovation Lab, which provides you 'on-demand' access to innovative solutions built on emerging technologies. Here, we focus on creating assets and components that help you achieve high productivity and significant cost savings from technology investments.

Our offerings

Our comprehensive offerings cater to your enterprise's varied needs. We do not just find answers to your individual challenges, but also guide your company's overall growth by partnering with you at every step of the operations. We bring you:

- Consulting services: Executive team of domain and service line experts in varied areas including mergers, acquisitions, data migrations, Business Process Outsourcing (BPO) and infrastructure;
- Consolidated IT, BPO and IS Outsourcing services: Includes world class delivery infrastructure, proprietary tools, application development maintenance, and assurance services;
- Alliances and partnership with major technology providers: Gives an edge to our offerings;
- Desktop offering: Provides Business and Leisure Travel and Forex solutions, backed by our consulting experience in this space;
- Digital revolution tools: Includes advertising management platforms, mobile marketing, social media marketing and cross-media analytics.



TMC Service Suite

How we help our customers

We have helped companies significantly reduce costs and improve effectiveness and efficiency through internal process delivery improvements, shared services, outsourcing and global sourcing solutions. Our professionals have successfully executed the following engagements:

- Migrated legacy system into an SOA application to support the business growth of a global car rental leader;
- Developed a desktop 'Front Office' tool for Business and Leisure Travel and Forex line of business, for a global travel management company;
- Facilitated visa application development for consulates across the globe. This service is being provided for a leading travel management company;
- Provided round-the-clock 'Application Development and Support' service for business travel for a large global travel house;
- Delivered a complete suite of BPO back-office services covering core TMC processes along with horizontal offerings in areas of contract center, finance and accounting, help desk and human resource;
- Provided complete IT-infrastructure outsourcing and system integration solutions to enterprises across the globe;
- Provided expert advisory services in Information Technology (IT) and business process transformation in the consulting space.

About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, business solutions and outsourcing organization that delivers real results to global businesses, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services delivered through its unique Global Network Delivery Model™ recognized as the benchmark of excellence in software development.

A part of the Tata Group, India's largest industrial conglomerate, TCS has over 100,000 of the world's best trained IT consultants in 50 countries. The company generated consolidated revenues of US \$5.7 billion for fiscal year ended 31 March 2008 and is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit us at www.tcs.com.

Contact us:

To know more about TCS Travel Management Company, contact global.tth@tcs.com

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