

# Travel & Hospitality Practice

**Overview:** ISHIR has assisted companies within the travel and hospitality industry to successfully solve both business and technology challenges by leveraging innovative use of technology. Internet has increased the pressure on companies to provide direct connectivity into their latest offers, reservation systems to provide real time availability and booking, and to cut costs through operation efficiency and raise top line revenues in the competitive industry. Globalization has increased travel across borders and travelers are beginning to take buying decisions in their own hands and decreasing dependence on travel agents. When consumers plan trips and vacations, they use a wide variety of internet resources to research and book travel, hospitality and entertainment options. And since they sometimes make decisions on impulse, the quality and timing of offers is critical in reaching them.

## **We have helped Travel & Hospitality companies with:**

- Offshore software development & maintenance outsourcing
- Dynamic Packaging
- Reservation Systems
- Integration with GDS (Amadeus, Pegasus, Sabre, Galileo)
- Payment Systems Integration
- Inventory & Procurement Management
- Customer Relationship Management (CRM)
- Business Systems Integration (back office, reporting, data warehouse, business intelligence)
- Internet Booking System and Integration, Website, Web Portals, Agent Booking Portals and other Web-Based Solutions which can be integrated with internal agent tools and solutions
- Self Serving Solutions (Kiosks, Touch Screen, Mobile/PDA, Web)
- Marketing and Analytics Solutions
- Internet Marketing Solutions (Search Marketing, Social Media, Email Marketing)
- Digital Signage Solutions
- Customer Loyalty Solutions/Rewards Programs
- Content Management Solutions (CMS)
- Financial solutions
- Service Request Management/Material Order Management
- Preventive Maintenance
- Property Management Systems (PMS)
- Point-of-Sales (POS)
- Document Management

## Services

ISHIR strives to be meeting all technology services needs of Travel & Hospitality Companies. These include:

### IT Consulting :

Software Consulting  
IT Strategy & Software Evaluation  
Cloud Computing Services  
Portfolio Management  
Process Management  
Project & Program Management  
Staff Augmentation  
CIO Advisory

### Custom Software Development Services :

Custom Software Design & Development  
Enterprise Solutions  
Application Maintenance  
Software Migration  
SharePoint Implementation & Administration  
Software Testing/Quality Assurance  
Database Administration  
Business Intelligence

### Digital Services:

Website Design & Maintenance  
Creative Design  
Search Marketing (SEO, PPC, SMM)  
Email Marketing

### Managed Services:

Microsoft Online Services & Administration  
Microsoft Office 365  
24x7 Monitoring Service

## Clients

ISHIR has served companies such as:

- Airlines
- Car Rentals
- Cruise Lines
- Hotels
- Guest House/Extended Stay/Executive Suites
- Casino Operators
- Tour Operators
- Travel Agencies
- Auction/Reverse Auction Travel Websites
- Online Travel Booking Websites
- Railroad Operators
- Travel and Hospitality Focused Technology Companies
- CRS
- GDS

**Clients Served:** BookITFree, Grand Hotel, Kuoni Travels, Marriott, Lycos Travel, One Travel, Outrigger Hotels, PKF Consulting, Select Holidays, Thompson, Trans India Holidays, Virtuoso to name a few.

## Contact

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