

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.

About ISHIR

ISHIR is a global diversified outsourced IT services company and we make outsourcing successful for our clients.

We assist our clients to achieve their business objectives by successfully outsourcing their non-core business processes and functions in the areas of technology and digital marketing.

We have been part of the outsourcing industry since 1999 and have successfully implemented strategic offshore programs in the areas of custom software development, software product development, casino game development and outsourced digital marketing production services to India. ISHIR has been servicing clients thousands of miles away, maturing into a core dependable extension of a client's internal team.

ISHIR has extensive experience in providing outsourcing of non-core business processes - **IT functions** (Custom Software Development, Software maintenance, SharePoint consulting and development, mobile app development, software testing, Remote Managed IT services, Cloud and Software Virtualization solutions), Interactive (web design and development, game development), Managed Web Hosting, setting up Built Operate Transfer (BOT), specialized R&D facilities, and **non-IT functions** (Digital Marketing (Search Engine Optimization, Paid Search, Display and Social Media marketing services) Business Process Outsourcing (Data Entry, Data Cleansing, Lead Generation, Research, Photo Editing, Online Customer Support, Finance)).

We have vast experience in offshore outsourcing and have matured into a dependable outsourcing partner providing substantial value and savings to our clients, often exceeding up to 65 percent. We leverage our people, processes and effective use of technology to catapult our clients to achieve their business potential.

Next Step: Discover how ISHIR can accelerate the success of your business. Contact us today:

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For More Information

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