

The dynamism of Travel and Leisure industry is geared up to meet the demand of modern times after the revolution of E-commerce and internet. Travel companies around the globe have identified themselves with business process capabilities to stay ahead of competition and gain from cost-effective solutions. The need for travel back office has become inevitable because of customer centric operations.

SERVICES OFFERED

Customer Service

- ✚ Help Desk – voice/chat/email
- ✚ Teletype rejects
- ✚ Departure control system
- ✚ Lost Baggage handling

Transaction Processing

- ✚ Revenue Accounting-Passenger & Cargo
- ✚ Loyalty Program Management
- ✚ Revenue Yield Management
- ✚ Frequent Flyer Program
- ✚ Rule Coding and Quality Check
- ✚ Fares loading

Reservation

- ✚ Airline Ticketing
- ✚ Cruise bookings
- ✚ Hotel bookings
- ✚ Car Rentals
- ✚ Re-booking
- ✚ Cancellations and Refunds

Sales & Marketing

- ✚ Sales surveys and support
- ✚ Sales Campaigns and Promotions
- ✚ Online marketing

CORE COMPETENCIES

Pledged to become a key player in this domain, ITF Global offers innovative business solutions that leverage the core competencies of the clients:

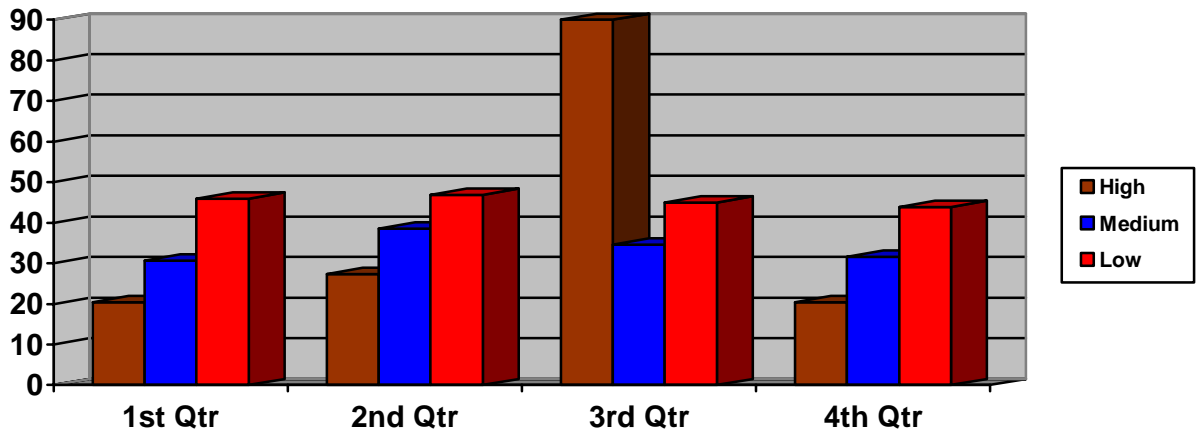
- ✚ A complete professional team of Travel and Leisure domain experts to take new projects to a new high
- ✚ Uniform approach in recruitment of the best talent from the Travel & Tourism institutes through our alliances
- ✚ Intensive in-house training modules to cater the interest of global travel industry
- ✚ Specialist Travel and leisure industry team to monitor the growth and maintain industry standards



PERFORMANCE GUARANTEED

The recent market developments show that the travel and leisure industry is all set to embrace a new age in business process outsourcing. ITF Global research division has cited that the majority of the companies in travel industry have almost adopted alternative sourcing models inclusive of business process outsourcing. The business process outsourcing has given a niche through its cutting cost efforts. In the wake of technological revolution and yearn for innovation, travel industry is ready for higher performance level through business process outsourcing to provide standardized service to customers. ITF Global's Travel Back Office service keeps the companies on the move, not just cost-cutting but ahead of competition with innovative solutions and higher delivery models.

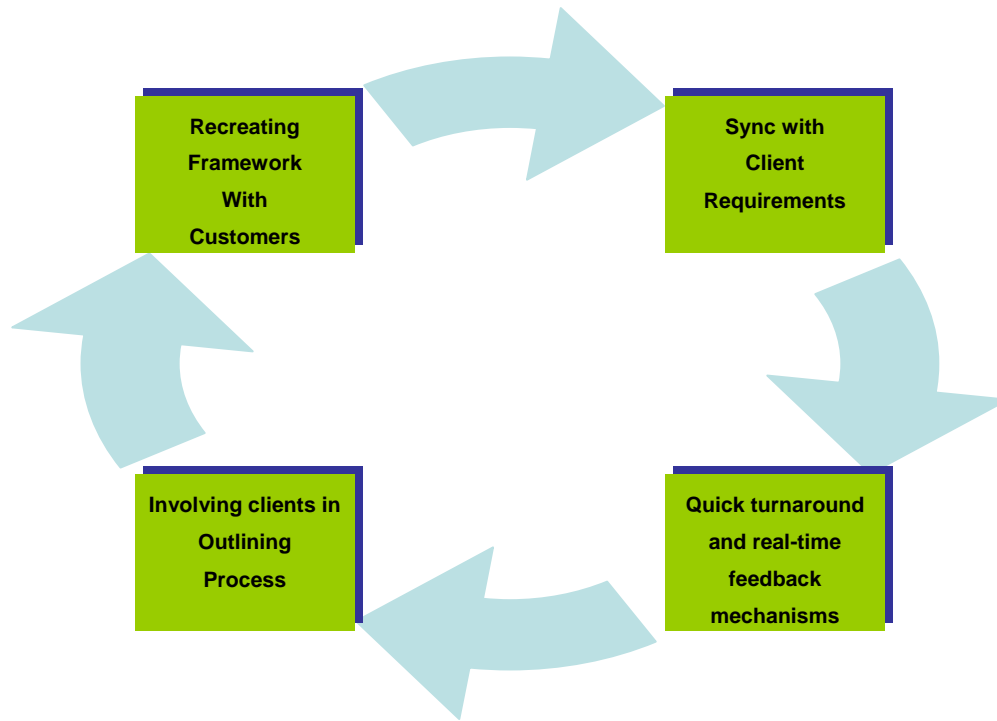
Outstanding Sales Metrics



ITF Global works in partnership with clients to establish metrics that go beyond service competence. We have a professional outlook team that approaches the transitioning of BPO operations with well equipped global communications, technical architecture, and proven methodologies. Our advancement accelerates effective project governance leading to high productivity and on-time delivery of critical projects.

Our governance and operations models work in concurrence with our client's organizations, allowing them to retain control over outsourced services. ITF Global has created a clear metrics measurement process that binds in with the quality process to provide a real-time update on resource deployment, utilization and requirement for each project across global locations and for each client.

ITF GLOBAL PROCESS



IT FISSION PROJECTS – DISTINCT QUALITIES

High Visibility	: Option of 24-hour shifts
Interactive from the start	: Daily build cycle
Measurable	: Project metrics and clear tracking/oversight methods.
Deterministic	: On schedule all the time, with error free

ITF GLOBAL, A TRENDSETTER

ITF Global, a subsidiary of IT Fission technologies is a complete Business Process Sourcing company, committed to provide world class solutions from its offshore site in India. A complete Global outlook gives ITF Global an indigenous spirit to render unique identity in changing BPO scenario. In recent years, the company has remarkably grown across travel Industry Verticals. ITF Global team up with its clients to achieve operational excellence. With in-depth industry and business process expertise, ITF Global is all set to deliver customer centric solutions at ease, while delivering cost benefits preserving International quality standards.

The basics of ITF Global are simple - Create basic sourcing to a full spectrum of global sourcing services and transform it into long term relationship.



Contact information

To find out about how we can help you utilize IT to address your business needs, please feel free to contact us.

International Contact - Telephone: +1-949-429-0075 India Contact - Telephone: +91-44-43099450

You can write to us at traveldeskt@itfglobal.com for more information on our services and offerings in the travel space.