Agility at the Heart of Travel Operations

Transforming Contract Loading Services with Quality, Scale, and Efficiency

Dynamic pricing, disruptive new competition, and the connected consumer—these are just some of the trends that have made contract loading more complex than ever for travel and destination management companies. In-house manual operations are no longer an option. What companies need is new ideas and more value to stay ahead of the curve, which NIIT Technologies delivers through highly efficient, standardized and automated contract loading services. As one of the leading airlines services partners, we use our deep domain understanding to tailor a business process management (BPM) solution that unlocks agility in every process—from contract creation, supplier selection to offer management or revenue realization.

NIIT
technologies
New Ideas, More Value.™

Stay Agile, Stay Competitive

Heightened competition in hospitality has brought about a significant shift in the way travel and destination management companies are run. The ever-increasing requirement of managing multiple contracts and agreements, along with the need to constantly update and manage information accuracy across multiple customer touchpoints, has resulted in increased time-to-market. Agility is the key to overcoming sluggish operations and the resulting loss of a competitive edge.

Having delivered reliable contract loading operations for leading travel and destination management companies, we understand what it takes to create agility for your company. With our in-depth understanding of varied contracts and changing pricing trends, we can manage your most complex processes more efficiently and reduce your time-to-market.

Our Solution

Manual capturing, updating and correction of air, hotel and tour operator rates is time-consuming and at risk of human error.

These manual processes detract organizations from other core and important business processes. NIIT Technologies offers comprehensive contract loading services to lower total cost of ownership through standardization, automation, creation of economies of scale, and efficiency gains. This helps enterprises in enhancing process control and agility while reducing revenue leakages.

Our integrated solution automates time-consuming manual business processes that hinder productivity and efficiency. With our experience and domain expertise, we have gained deep understanding of the complexities and challenges in managing contract loading, amendments, special offers, policies, restrictions, blackout dates, taxes and amenity changes. It enables us to tailor our BPM solution to meet industry-specific demands, and help our clients focus on core business activities.

NIIT Technologies Contract Loading Services

- **Contract Loading:** Amenities loading, policy loading, restrictions, special offers, special rates, discounts, taxes, seasonality, etc.

- **Quality Audits:** Preliminary and secondary audit of new contracts, amendments, rates, blackouts, transactions and validation through sales environment testing.

BPM Operations

New Contract Creation	Amendments	Quality Assurance
- Prioritization based on sales trend / ageing / date - Supplier matrix creation - Cost and price management - Inventory management - Cancellation matrix creation - Client commission calculation	- Rate changes - Creating discounts - Creating offers - Amenity changes - Local taxes and fees updates - Seasonality management - Blackouts - Stop sell	- Preliminary audits for missing information - Checklist mapping based on agreements with hotels - Peer-to-peer audit - Audits based on confidence interval sampling - Validation-based testing

Value Additions

Synchronized Workflow	Competitor Analysis
- NIIT Technologies' Smart Technology to assist the filing operation - Proprietary workflow system –TermsMonitor™ - Smart learning desktop application - Semi-automated inputs	- Analysis of competitor rates - Benchmarking - Price parity checks - Lowest-priced hotels by market and star rating

Delivering More Value to Travel and Destination Management Enterprises

- **More Accuracy:** Six Sigma- and Lean-based quality framework and quality assurance methodology for risk mitigation

- **More Efficiency:** Streamlined workflow and semi-automated inputs for increasing accuracy

- **More Agility:** Reducing time-to-market by enabling greater information accuracy across touchpoints

- **More Profitability:** Improved sales and increased revenue as a result of process perfection, and value-added services
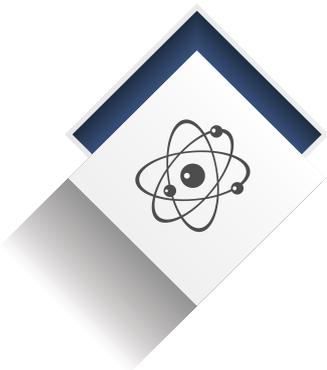
The NIIT Technologies Advantage

Our integrated solution automates the time-consuming manual business processes that hinder productivity and efficiency. With our vast experience in the travel and transportation domain, we have gained deep understanding of the complexities and challenges in managing contract loading, amendments, special offers, policies, restrictions, blackout dates, taxes, and amenity changes. This enables us to tailor our BPM solution to meet varied demands based on specific business needs, and help our clients to focus on core business activities.

We enhance the effectiveness of contract loading with integration across other core business processes and technology systems. As a partner to more than 50 airlines and 14 airports, we apply new ideas to shape innovative solutions that deliver more value to enterprises—from increasing ancillary revenue growth to streamlining cargo management operations to delivering connected customer experiences.

NIIT Technologies is a leading global IT solutions organization, differentiated on the strength of domain expertise; it services clients in travel and transportation, banking and financial services, insurance, manufacturing, and media verticals. Leading with its service vision "New Ideas, More Value," NIIT Technologies is committed to delivering new ideas combined with operational excellence to provide exceptional value to its clients. The Company is focused on helping businesses design sustainable, optimizable and winning digital operating models, enabling them to become agile, scalable, and flexible. Visit us at www.niit-tech.com

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