www.niit-tech.com

At the Heart of New Growth Horizons

Powering Transformation for Travel and Transportation Enterprises

Making customers feel special, sculpting new revenue streams, running flawless operations—NIIT Technologies can help you do all this, and more. Over two decades, for more than 100 clients, we have facilitated effortless take-offs and smooth landings in mission-critical technology initiatives across the value chain—from flight operations to e-commerce to revenue accounting & analysis. How do we make it happen? New ideas that manifest as innovative solutions, and more value that is delivered though leading-edge services across technology, business process management, and digital operations.

NIIT
technologies
New Ideas, More Value.™

Disruption is in the Air

The rise of digital travelers, low-cost carriers, and a service-driven travel experience is transforming the travel and transportation industry. New technologies are ushering in a new paradigm in customer experience—analytics, mobility, cloud, and personalization through social media have compelled industry leaders to maximize the value offered to customers through greater transparency in transactions, differentiated products, and expanded distribution channels. In such a competitive business environment, industry players need to improve sales and distribution, ticketing, operations and cargo, and surface transport processes to increase customer intimacy, employee productivity, and operational efficiency, while rationalizing costs and reducing revenue leakage.

Running on Autopilot is Not an Option

To survive and stay ahead in a dynamic economic environment, travel and transportation companies must prioritize customer satisfaction, operational efficiency, and flexibility. They need to demonstrate agility across the board. This agility, however, will come from technology solutions that are not just relevant for the realities of the current landscape, but also ahead of the curve with future-proof design.

Your Travel Partner on the Path to Profitability

At NIIT Technologies, we have built our reputation for delivering excellence to some of the world's largest airlines, airports, travel distribution, and surface transportation companies with strategic IT initiatives that impact both their top and bottom line while improving efficiency and productivity of their operations.

Highlights: The NIIT Technologies Travel and Transportation (T&T) Practice

PRA: Monalisa | Cargo Ground Handling | Cosys | Mobility | Application Development Management | Managed Services | Cloud Computing | BPO

- Over two decades of experience with 100+ active customers

- Serving 50+ airlines globally and 20+ airports

- Strategic partnership with leading air transport association groups

- Enabled 10% of worldwide travel e-commerce business

- Enabled $50 billion transactions through e-commerce

- Partnered with cargo ground handlers, including the world's busiest airport

- Amongst the top three technology players from offshore in the T&T space

Soar Higher with New Ideas and More Value

Our proven track record, focus on industry trends, and deep expertise enable us to help enterprises in leveraging technology in a differentiated and cost-effective manner. This ability to deliver innovative solutions in the travel and transportation domain is what sets us apart, making us the first port of call for our clients' varied technology requirements.

Fueling Growth for Over 50 Airlines Enterprises

Our wealth of experience in the airlines domain has been acquired through extensive experience in areas that span the airlines value chain:

- Sales and Marketing
- Revenue Accounting
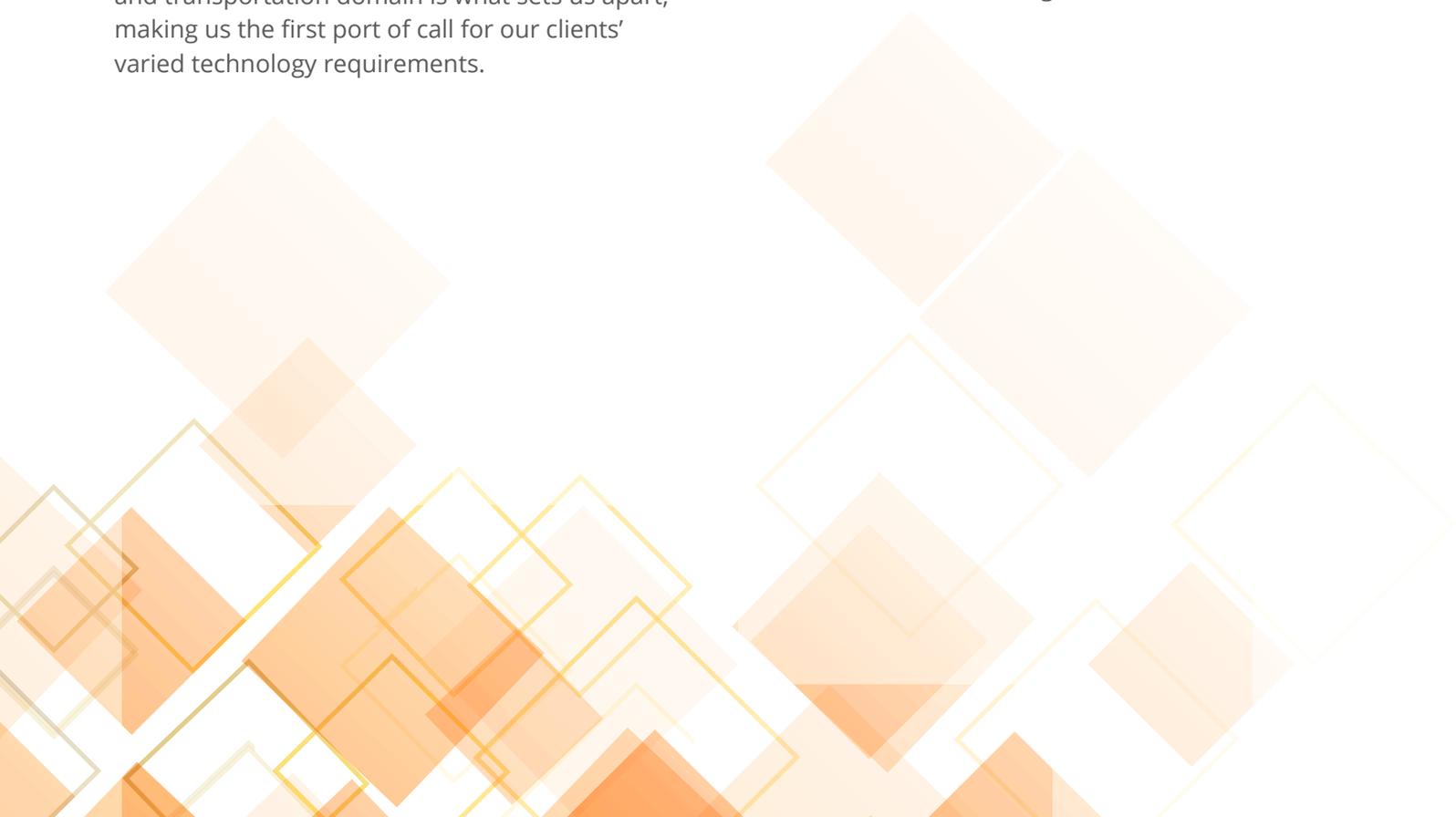- Airline Operations
- Loyalty
- Inflight Catering
- Cargo

We have more than two decades of experience in supporting various travel distribution companies across the globe in their critical operations:

- Distribution and Connectivity
- Sales and Service
- Dynamic Packaging
- Mid-and Back-Office

Partnering with 20+ Airports across the Globe

We work with world-class airport management and services organizations like SATS, Cathay, PT Jasa, and Tan Son Nhat Cargo Services for their airport modernization requirements. Our expertise includes:

- Cargo operations and ground handling solutions
- E-freight
- Truck control system
- Infrastructure management

Sharpen Your Edge with our Point Solutions

Based on our extensive experience and industry best practices, we have developed innovative, domain-specific, and quick-to-deploy solutions.

Airlines

Sales and Marketing

- eCommerce (IBE): A complete and configurable Web solution, IBE delivers online capabilities to drive revenue growth, reduce costs, and increase customer loyalty.

- Digital Strategy (Consulting Services): With extensive experience in digital transformation, we help clients create a concrete strategy to increase revenue, grow brand awareness, expand reach, and launch services faster.

- PSS Migration: We offer a six-step migration approach that helps airlines get a clear and structured direction for their migration journey of IT systems.

- NDC: Our services based on IATA's New Distribution Capability (NDC) initiative enable an innovative approach to the products and services distribution method of the airlines.

Revenue Accounting

- Passenger Revenue Accounting: Our solution Monalisa is an efficient, flexible, and user-friendly system that helps airlines in curtailing revenue loss.

- Miscellaneous Billing: This solution has taken the lead in IATA's plan to migrate the industry to electronic billing and settlements.

Airline Operations

- IRROPS: A managed services offering that enables speedy and efficient management of passengers who are affected by flight disruptions. This solution will help airlines increase operational efficiency, reduce disruption cost, ensure quick service recovery, and reduce revenue leakage.

- Training Management System (TMS): A hosted solution for airlines and flight schools to manage end-to-end training activities for flight and ground crew members.

- Loyalty Solution: This is a flexible and customizable Web-based solution to enable seamless management of frequent flyer programs.

Inflight Catering

- QOSMOS: This in-flight catering management solution helps airlines automate their catering services.

- iCater: An industry-oriented solution constituting various functions that are mapped to provide a comprehensive, browser-based mobility solution for the workforce of the flight kitchen.

Surface

Cargo Ground Handling

- COSYS: SATS and NIIT Technologies have developed an innovative cargo operating system that automates the cargo ground handling process and helps reduce the operational cost. Functions specific to freight forwarder can be extended on to the mobile platform.

Resource Optimization

- Rail and Bus Optimization: This solution allows efficient planning of railway and bus routes and lines. It helps in simulation of new scenarios and generation of time tables.

Container Shipping

- Tradeship (SeaLiner): This is a comprehensive and fully-integrated Web-based product that caters to the needs and demands of container shipping lines. Built on a robust architectural base, SeaLiner is user-friendly and light on maintenance as a result of the extensive use of common components and single points of data entry.

- Port Management: Ensures efficient port operations, optimizes operational cost, shapes sustainable relationships with customers, and safeguards the reputation of ports.

Railways

- Rail-In-Motion: An innovative platform for information and communication for an on-the-move workforce, available on tablet devices.

Business Process Management

- We provide contact center and back-office solutions in reservation and ticketing, fare loading and freight audit, revenue accounting, loyalty programs, and tele check-in.

Testing Framework

- We offer frameworks with a rich repository of ready-to-use test cases and test automation in multiple business areas for the travel industry.

We Add Wings to Your Business

Leading travel and transportation enterprises count on us to manage their most critical operations because of our expertise, insight, outlook, as well as our commitment to service excellence, shaping best practices, and driving innovation.

Our Strengths Converge to Deliver the Difference

Vertical Focus: The Travel and Transportation (T&T) vertical accounts for more than one-third of NIIT Technologies' overall revenue, and is a key focus for our leadership teams.

Domain Knowledge: Our vast experience, along with our dedicated subject matter experts and business analysts, help us in astutely analyzing business challenges and requirements of customers within the T&T realm. Our deep domain knowledge allows us to engage early, scale up services quickly and efficiently, and instill confidence in our clients.

Strategic Engagement with Industry Bodies: We actively participate in key industry initiatives like IATA's New Distribution Capability (NDC) working group and align our solutions to the industry trends.

Large Talent Pool: Over one-third of our organizational resources are facilitating T&T engagements. Our resource pool comprises a diverse mix of technology, domain, testing, and project management consultants/analysts. This enables us to quickly access talent with the required skillsets and ramp up client teams with the most niche skills.

Centers of Competence (CoCs): We have CoCs for technologies like Java, .NET, SAP/ERP, testing, legacy, cloud, mobility, analytics, usability and other areas. Every CoC, as part of its charter, keeps us abreast of new technologies and industry best practices. The consultants from our CoCs help our clients in overcoming technical challenges in specific situations.

Future-ready Assets: We have created solutions to help our clients stay a step ahead in ancillary revenue growth, cargo management, and digital transformation. Our key solutions such as PRA: Monalisa and COSYS enable the shift to a new era of customer experience and business intelligence.

Delivering Connected Customer Experiences: We maximize digital potential of clients with solutions like Digital Foresight for customer analytics and orchestrate seamless cross-channel customer journeys with integrated and intelligent platforms.

Delivering Outcomes is How We Earn Our Stripes

We serve as trusted transformation partners to our clients, who leverage our domain and technology prowess to create outcomes that matter.

"NIIT Technologies has been a valuable partner as we investigate new technological applications which will enable us to significantly enhance our service offering to our guests."

Colin Lippiatt
Corporate Communications, Virgin Australia

"NIIT Technologies have worked closely with us to understand BA's business objectives and needs. Over the years, they have demonstrated good flexibility and have been a cost effective partner, both in terms of developing new systems and supporting existing ones. The result is an effective and mutually beneficial partnership which has lasted for over 12 years".

Paul Coby
CIO, British Airways

"NIIT Technologies has extensive travel industry knowledge across diverse technologies. The company's knowledge and commitment to delivery have resulted in a very successful technology partnership over the years."

Sara Garrison
Sr. Vice President, Product and Service Delivery, Sabre

"On behalf of SATS, I would like to register our thanks and appreciation to the NIIT Technologies team for a job well done, and the flexibility to help out whenever needed. This has demonstrated great team work in a very challenging environment. To NIIT Technologies' Management, many thanks for providing support to us and fielding an excellent team."

Lee Siew Kit
AVP IT Services, SATS

"Our partner NIIT Technologies is a reputed ICT services company with a high competency in the Travel, Transportation, and Logistics vertical. NIIT Technologies actively works with us in providing efficient solutions for our customers—German Railways. NIIT Technologies as a partner brings in good design concepts and models to help us achieve even higher efficiency and competitiveness, while being cost effective."

Gunnar Ruehl
Director Development Center, DB Systel GmbH

"I am very pleased with the successful implementation of WOS at Cathay Pacific Cargo Terminal. The WOS deployed at the facility provides a total solution to facilitate cargo operations in our terminal and the transition of operations for the customers went smoothly. We highly appreciate NIIT Technologies' professionalism and dedication to help support the development of this advanced system over the past few years."

Algernon Yau
Chief Executive Officer, Cathay Pacific Services Limited

Your Engine at the Heart of Transformation

Industry leaders across the globe in travel and transportation harness our expertise to shape and sustain their competitive advantage. We put them on course to greater growth by delivering amazing customer experiences, creating valuable business intelligence, and powering their critical initiatives.

If you are looking for a thought leader, implementation partner, and transformation driver, look no further than NIIT Technologies. We are your one-stop for consulting, technology, digital and business process management. New horizons await, and we are ready to fly you there.

For more information, contact marketing@niit-tech.com

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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