

## Application and Infrastructure Outsourcing in Managed Services model for A Leading Holiday & Resort Company

### Business Challenge

- Longer time to onboard a new resort.
- Unable to scale up reservation system to the growing demand.
- Low customer conversion / acquisition rate.
- Manual process took time to update available rooms with OTA's
- Low percentage of direct online bookings.
- Application running in silos leading to lot of manual work, process delay and customer dissatisfaction.

### Tech Mahindra's Solution/Tools Used

- Developed & Managed Core Reservation Engine and brand portal for itinerary booking, reservations and payments
- Developed distribution platform to integrate with OTAs
- Managed Property management system for resort operations, promotional programs, supplier management
- Integrations between reservations, property management systems, customer management system and back office applications.
- ERP Support & Maintenance, Quality Assurance across applications and Infrastructure Management Services & Support for corporate and multiple resort locations

### Business Benefits

- Cost savings from synergy across applications.
- Improved resource utilization
- Faster time to market in onboarding new resorts to the network
- Improved customer service and member satisfaction
- Improved lead opportunity conversion rate by 3%-8%
- An enhancement for tracking unused inventory and pro-actively releasing it for one time holidays enabled a growth in FIT sales by 40% and utilization by 12%

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### ABOUT TECH MAHINDRA

Tech Mahindra is a specialist in digital transformation, consulting and business re-engineering solutions. We are a USD 4.9 billion company with 121,840+ professionals across 90 countries. We provide services to 930+ global customers including Fortune 500 companies. Our innovative platforms and reusable assets connect across a number of technologies to deliver tangible business value to all our stakeholders.

We are part of the USD 21 billion Mahindra Group that employs more than 200,000 people in over 100 countries. Mahindra operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, financial services and vacation ownership.

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