



Dear Partners,

2017 will be a year of intelligent automation driving advancements across industries, with the key emphasis being the convergence of technology and digitization. In the current landscape, companies are increasingly experiencing a seismic shift in sourcing strategy for IT and Process management. The meteoric rise of mobile, devices and web services with an over-arching service-oriented architecture has reformatted the rules of communication and redefined the way businesses work.

And the Travel industry is no exception! Mapped with powerful competition and increasing operational costs; customer service is an essential cornerstone to drive loyalty and innovative service offerings. Intelenet® is poised to become the strategic partner for travel clients through lowered costs, innovation and process improvement powered by a connected landscape and on-demand customer behavior.

Automated products like iCAN are designed to help the airline industry reduce costs associated with flight cancellations and delays, while improving the customer experience during these events. It is a part of Intelenet's® creative and innovative toolkit (iSAFE™, iFARE™), designed to greatly reduce the impact of processing claims on the airlines' bottom line, as well as speed up the time it takes to compensate airline passengers, thus helping improve overall customer satisfaction.

This best practice communication system is an inevitable result of our progressive outlook and sharpened focus on driving positive customer sentiment and engagement.

Best regards,
Bhupender Singh, CEO,
Intelenet® Global Services

INDUSTRY ALERT

"The high performing BPO relationships – those that deliver business value – use technology as a source of innovation and advantage, rather than just providing the infrastructure of delivery. Effective technologies and architectures contribute to cost reductions and more efficient operations by streamlining the systems environment and reducing the number of systems involved, often standardizing the technology environment on a unified, centralized platform.

This includes the rise of the connected traveler & devices, with Gartner predicting that there will be 25 billion connected devices in use by 2020, and many travel providers, including airlines have started experimenting with IoT. SITA reports that 86% of airlines believe the IoT will provide clear benefits over the next three years. Connected Travel will span Infrastructure, IT operations, applications and people."

Source: Computer Weekly

Wins

- Contact Center Services for a Global Luxury Travel & Hospitality Major
- Knowledge Management Services for a Global Inventory Management & Retail Major
- Contact Center Services for a Leading Bank
- Contact Center Services for an Ecommerce Market Leader
- Call Center Chat Services for a Leading Ecommerce Major

MONTHLY HIGHLIGHTS

INTELENET® FEATURES IN UK BASED TRAVEL WEEKLY PUBLICATION: TRAVOLUTION



TRAVOLUTION

Intelenet® has featured in the UK based travel weekly publication 'Travolution' for its suite of innovative technology products for the travel sector which include iCAN, iSAFE™ and iFARE™, with iCAN being recently launched by Intelenet®.

It is a painful scenario for airlines to deal with disruption and the pressure it puts on airlines is significant. This automation behind the scenes of big travel companies is cutting the time it takes to deal with complaints en masse and reduces the cost of customer service. These products will ultimately save big companies cash and time while improving the customer satisfaction.

- iSAFE™ – Interacts with major Global Distribution Systems across multiple time zones, automates transactions prioritizing of bookings, improves customer satisfaction and provides real-time result monitoring.
- iFARE™ – An artificial intelligence product that provides a unified interface for complex flight fare rules, improves average handling time by 12% and reduces customer service costs by 30% for flight disruption requests.
- iCAN – Streamlines compensation process for disrupted flight requests and cuts dispute processing times for Intelenet's® clients by 60%. Assesses type, impact and duration; speeds up the calculation process of compensation due and automatically sends emails to claimants.



CONGRATULATIONS TO THE INTELENET® MUMBAI CRICKET TEAM ON BEING CROWNED CHAMPIONS AT THE SAP INVITATIONAL F15 CRICKET CUP



Intelenet® Mumbai cricket team was crowned champions at SAP Invitational F15 Cricket Cup by defeating defending champions TATA Power Company Ltd. The team displayed remarkable effort and dedication throughout the tournament which witnessed teams from various corporate giants.



The team put up an exceptional performance despite losing the toss to clinch this thriller of a match.