



Dear Partners,

Smarter travel has evolved over the decades with Artificial Intelligence (AI) shaping the future of travel. AI will continue to lead this change with machine learning, predictive analytics and NLP being key drivers of transformation. We have indeed come a long way since the days of journeying to a travel agency vis-à-vis technology putting that level of service in the palms of our hands. At Intelenet, we foster a culture of innovation and research beyond the customary scope to stay ahead of the curve, and have intelligently applied AI tools to travel data to introduce an abundance of opportunities to improve the traveler experience. This in turn has helped simplify complex travel decisions, shorten the buying process and deliver a more personalized offering.

iFARE™ (Intelenet's Fare and Refunds Estimator) is one such AI product offering that uses natural language processing to provide 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. It can interact and integrate airline ticketing fare rules from across multiple GDS' and websites and has greatly improved the management of delays and cancellations to support a seamless client experience.

Our endeavor is to deliver increasingly intelligent and technologically advanced solutions that are tailor-made across industries aiming to alleviate classic customer pain points. This focused approach has resulted in an ever-expanding practice of managed business that is progressively redefining the pace of fulfilling customer needs as well as creating new value for our clients.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

INDUSTRY ALERT

"It's no secret that business travel can be stressful and travelers are always keen to remove friction during a trip. Artificial intelligence (AI), already familiar to most travelers in the form of digital assistants like Ok Google, Siri and Cortana, may provide an answer. At its core, AI automates computer processes to understand and mimic the human brain. While there are many fields that comprise AI, two that are commonly used for everyday applications are Natural language processing (NLP), and Machine learning. NLP helps computers understand human speech or typing. Machine learning refers to computer programs that learn from new information or data without having to be explicitly programmed. Together, they enable computers to respond to specific questions or requests, and improve the relevance of responses over time.

The wealth of information that travel companies possess, including traveler profiles, activity history and airline and hotel preferences make the travel industry well suited to AI. Many travel companies are already using it to interact with travelers before, during and after their trips."

Source: Advito.com

New Wins for the Month

- F&A Services for a Global Telecom Major
- Maps POI (Places of Interest) Services for an American Multinational Technology Giant
- Inbound Customer Services for a Leading Online Travel Agency
- Inbound Customer Services for a Global Ecommerce Enterprise

MONTHLY HIGHLIGHTS



INTELENET GLOBAL SERVICES CIO RAJENDRA DESHPANDE WINS 'INDIA'S 50 BEST CIOs AWARD'



Intelenet CIO Rajendra Deshpande has been recognized among Top 50 CIOs at 'India Best 50 CIO Awards' for iFARE, the innovative tool for the travel industry.

This recognition is a testament to the efforts of Intelenet's technology team which is consistently working in tandem with its business leadership to drive innovation and maintain a gold standard when it comes to offering services and solutions to its clients.



INTELENET GLOBAL SERVICES CEO BHUPENDER SINGH'S ARTICLE FEATURED IN FINANCIAL DIRECTOR UK



Cloud, blockchain or robotics process automation - How automation can save millions in accounting errors and miscalculations.

Advancements in software and automation are opening business avenues that can provide financial directors (FDs) with invaluable strategic insights that enable them to create cost effective business strategies. Companies are turning to Robotics Process Automation (RPA) and cloud computing to consolidate and disseminate information and help reduce the challenges while implementing new systems. In recent years, blockchain technology has also gained traction, with its ability to simplify payment procedures and transform the finance management process. As advancements in data software and automation continue, it will increasingly provide new avenues for businesses to boost their operational efficiency and drive business growth.

Read full article here:

<https://www.financialdirector.co.uk/2017/05/24/cloud-blockchain-or-robotics-process-automation/>



INTELENET GLOBAL SERVICES WINS 'ABP CSR LEADERSHIP AWARDS'



Intelenet has won two category awards at 'CSR Leadership Awards' and has been recognized for its outstanding contribution in the BPO space. These awards were presented in association with ABP News.

- Best Work Place Practices – For our initiatives and culture that we are building at Intelenet
- Innovation in Corporate Social Responsibility Practices – For the CSR drive undertaken by Intelenet.