

A top 3 global travel company **increased margins and improved customer experience**



About The Client

Corporate travel is a multibillion-dollar industry, with more than 500 million trips being made in the United States alone. With operations in nearly 120 countries, the client empowers customers to take control of their travel programs, optimizing the return on their travel and meetings investments while, providing extraordinary traveler care



We chose SunTec's technology to support our global billing needs. SunTec's technology, Xelerate, has the ability to bring together all types of data from systems of engagement and record. Global standardization of our capabilities is a key objective that helps us provide a seamless experience to our clients' travel managers

- Vice President, Billing Strategy

SunTecTM

The power to **xelerate**

Business Challenges

- Client has operations in nearly 120 countries. Lack of a system to roll out a global solution for fee collection, invoicing and reporting is a big challenge for the client
- Lack of flexibility of the legacy systems is adding to the challenge and are not able to react to the competition faster
- There is intense competition between suppliers & players as well, putting pressure on pricing and transactions
- The current manual processes take a long time and are prone to errors. A complete overhaul of the revenue management system is the need of the hour

Our Solution

Xelerate® reduced costs of operations and enhanced experience through advanced deal management with variable parameters to manage complex negotiations, capture contractual commitments & prevent revenue leakage

- Standardized the business processes across geographies while integrating with the legacy systems
- Bulk settlement generation and pattern based selective settlement review to ensure quick revenue realization
- Reduced time to market of the products and offers supporting innovative pricing models through configurations using reusable components
- Bringing agility in the sales negotiation process with simulation capability
- Ability to manage and track the end-to-end deal life cycle
- Reduced cost of operations & maintenance by replacing manual process with automated processes
- Enhanced customer experience through personalised offerings based on real-time contexts

About SunTec

At SunTec Business Solutions, we help our clients increase the lifetime value of their customer relationships through effective revenue management and real-time customer experience orchestration. With a legacy of deployments in over 45+ countries, SunTec is a trusted partner to some of the world's leading banks and digital and communication service providers. Headquartered in India, we have our offices in the USA, UK, Germany, UAE and Singapore.

If you wish to explore further on how SunTec can help you, please send us an email at contactus@suntecgroup.com and we will get in touch with you.

