

## Cutting-edge, Futuristic, Moving from Now to the Next

As the travel industry adapts to the post-pandemic world, it is critical to keep up with changing customer expectations, digitization and sustainability imperatives. In this new era, having the right partner can help travel and hospitality businesses flourish by staying ahead of the curve and delivering exceptional customer experiences.

WNS TRAVOGUE unleashes a world of possibilities for the industry.

With an expansive portfolio of industry-specific solutions powered by next-gen digital technology, data and analytics, **WNS TRAVOGUE** is a revolutionary one-stop destination for companies that aim to lead in this new age of travel and hospitality.

TRAVOGUE

# Transforming Tomorrow's Travel: The 6 Pillars of Digital Innovation

To adapt and thrive in a forever-altered landscape, airlines, Travel Management Companies (TMCs), Online Travel Agencies (OTAs) and hospitality companies must answer questions such as these:

- How to provide hyper-personalized experiences for customers while reducing the carbon footprint and increasing revenue?
- How to succeed in travel amid rapid change with website improvement, personalized deals and digital transformation?
- How to prioritize digital content, create innovative products, and establish agile processes for growth and risk management?

Through six engines for growth-oriented innovation, **WNS TRAVOGUE** empowers business across the travel spectrum to evolve and innovate for the future.

#### TRAVX

- Plus 20% on NPS
- 80% uplift on campaign revenues
- · 40-50% saving on cost-to-serve

Delight customers with smart experiences — before, during, and post travel. Improve customer engagement and loyalty through insights-driven actions. Increase revenue and growth.

#### TRAVCONTROL

- 10% improvement in free cash flow
- 50% reduction in dispute leakages
- DSO and DPO optimization

Risk-proof audit processes for total compliance. Eliminate fraudulent transactions and financial loss. Create finance and accounting strategies for efficient source-to-pay, book-to-cash and record-to-report processes.

### TRAVOPS

- 30% TCO reduction
- · 15-20% productivity gains
- · Automation-led transformation

Achieve unprecedented operational excellence through an array of digital solutions and shared services. Make travel hassle-free with agile innovation. Boost productivity and efficiency with advanced analytics and automation.

#### TRAVGREEN

- Cost-effective transition to Sustainable Aviation Fuel (SAF)
- Fleet modernization
- Carbon offset activities

Design sustainability initiatives to move toward 'zero carbon' footprint, optimized fuel use and more. Maximize inclusive and sustainable growth.

### TRAVREV

- 2% revenue improvement
- 5-10% ancillary revenue optimization
- 3-5% upsell / cross-sell improvement
- Better price optimization
- · Higher fleet utilization

Accelerate revenues and growth with analytics-led decision-making and personalization. Diversify and optimize revenues across complex revenue levers. Build sustainable and resilient revenue streams, for today and tomorrow.

### TRAVCONSULT

- Enhanced customer experience
- Improved business operations
- Enhanced competitive edge
- · Positive shareholder value
- Data monetization-based revenue enhancement
- Improved financial controls

Architect transformation in the areas of business processes, cost structures, resource maximization, digital technologies and data-driven decisions. Maximize growth by identifying new opportunities.

## **Partnering for Progress**

Collaborating with the right organizations helps us unlock new opportunities and drive business success through tailored solutions for our clients.













**Tradeshift** 













## **Unleashing the Value of WNS TRAVOGUE**

	Airlines	OTAs	TMCs	Hospitality Companies
TRΛVXP	Leading North American airline improved customer experience through a well-defined quality management system	Leading North American OTA successfully deployed a GBS model to standardize operations and enhance customer experience	Leading North American corporate travel agency raised customer service and quality levels to enhance customer experiences	Leading global hotel chain achieved success through WNS' proprietary Sales CoE framework to significantly raise CSAT scores and revenues
TRΛVOPS	Leading British airline navigated turbulence with RPA-led digital transformation	Leading Australian tour operator standardized and streamlined client processes	Start-up TMC achieved error-free transactions, significantly improved AHT, and efficient services for premium travelers	European travel club deployed RPA to transition hotel package filings in just 4 weeks with 100% accuracy on rates
TRΛVREV	Leading global air traffic communications specialist established an 'inside' sales process to support direct sales	Leading Europe-based OTA deployed a unified strategy of assisted and automated experience, and cross-channel analytics	A large North American TMC successfully standardized and streamlined operating procedures	Global hotel chain deployed metrics-based and data-driven hyper-personalization framework to achieve huge surge in revenues, member enrollments and loyalty-based revenue increments
TRAVCONTROL	Major American airline created a comprehensive fare filing solution through consolidation and standardization	World tourism group transformed and consolidated its F&A operations	North American travel company efficiently consolidated organizational design to achieve high recovery in ADM research and BSP ticket reject process	Global hospitality player successfully integrated F&A operations across all geographies and entities to improve productivity, enhance operational savings and accelerate time-to-market
TRAVCONSULT	European group airline leveraged WNS' Value Innovation Program to achieve high customer satisfaction, operational efficiency and market yield, plus zero revenue leakage	North American OTA became the #1 site through a GBS model to integrate geos, acquisitions and vendors	A leading North American TMC traversed a successful journey from concept to cash to unlock significant revenue	Multinational hospitality company deployed multiple analytics models to expand into new markets to raise revenues, reduce marketing costs and increase customer interactions

## The WNS Advantage



Ready to experience the future of travel and hospitality? Contact us at marketing@wns.com to learn more.

#### **ABOUT WNS TRAVOGUE**

WNS is a leading Business Process Management partner to more than 400+ global businesses, including 100+ Travel & Hospitality companies. Our clients in the travel and hospitality industry trust **WNS TRAVOGUE** for designing and executing their data and digital led business transformation journeys.

Built on more than two decades of experience working with clients from Airlines, Hospitality, OTA and TMC segments, the **WNS TRAVOGUE** suite of offerings brings together the best of industry expertise, data-to-insights prowess and digital innovation.

Across the value chain, we enable our clients to deliver delightful customer experiences with **TravXP**, drive operational excellence with **TravOps**, accelerate revenue growth with **TravRev**, devise accounting and risk management strategies for financial control with **TravControl**, achieve inclusive and sustainable growth with **TravGreen** and outperform the competition with growth-led strategies powered by **TravConsult**.

To know more about WNS TRAVOGUE, read here.

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