

Travelport has always been on the path of incessant growth

InterGlobe Technology Quotient, is a strategic business unit of InterGlobe Enterprises, which is a leader in aviation, hospitality and travel related services, contributing to the growth of the market through innovation and service leadership. They build businesses and represent global brands that deliver quality and value. Sandeep Dwivedi, Chief Commercial Officer, InterGlobe Technology Quotient shares more with TTJ.

Team TTJ



Sandeep Dwivedi

Q How does Travelport plan to increase profitability and drive commercial success across the business-to-business (“b2b”) travel network?

A Increasing profitability and driving commercial growth in the b2b world is completely dependent on strategic networking and partnering. It is through our brand's trust and ubiquitous presence through trusted channels we have been able to create this value for ourselves. But as times are changing and the only thing that remains constant is change. We have adopted the same mantra of continuous evolution. This era being one of technological innovation, we have become the catalyst of change as we bring in dynamic and revolutionary products to drive

the benefits for our customers with products such as Travelport Smartpoint, Rooms and More, UAPI, - all aimed at enhancing and providing immense benefits for our partners.

Q As the demands in travel industry are evolving, are you utilising your Platform to redefine the distribution and merchandising of airline core and ancillary products. If yes, how?

A Travelport has always been on the path of incessant growth momentum by embracing change and development. As a leading travel commerce platform, we have always met the demands of the age by undertaking revolutionary measures. Our advanced set of tools has redefined the distribution

and merchandising of core as well as ancillary airline products. And not just the airlines, we have expanded our services to hotels, car rentals, cruises and tour operators as well. It is through continuous evolution such as designing unique yet efficient payment solution, intelligent and error free data management, and cutting edge IT solutions - we have been able to make optimum utilisation of our platform and make our technology even more user friendly.

Q How do you focus on delivering a scalable and reliable technology platform which can be the growth engine for aspiring travel companies?

A The term ‘User friendly’ has rewritten the rules of modern businesses. This has become an important parameter for measuring the success of any business - be it in a b2b domain or a b2c domain. User friendly ideas are the most valued ones. And in travel industry, which is growing in leaps and bounds, user friendly platform entails an appropriate amalgamation of ease, security, and trust-ability. Ease comes with users having clear idea of using the platform without hitches, and free of cryptic jargon. Security comes with the users having a surety that the transaction is through a secured reliable source. And trust factor comes from updated content and intelligent updates that keep the user updated at all times. Travelport with its advanced technology makes sure that all its customers can benefit from these new age innovations and can achieve success through their unique approaches, without worrying about security, usability or misinformation.

Q Do you feel trends in technology drive new opportunities to create innovative travel solutions?

A Travel technology is spurring the trend of creating new travel

trends. They act on the element of surprise as well as delight, making their offers favourable for the consumer. Campaigns such as weekend getaway, women exclusive stay, special offer for the senior travellers, etc have always proved successful for the OTAs. The concept of LGBT tourism needs a special mention in this context. This is a new form of niche tourism marketed to gay, lesbian, bisexual and transgender (LGBT) people which is getting popular. In US alone the demographics suggested over 65 billion LGBT travellers per year.

The tech-based companies aptly identify the needs of the present day and offer solutions based on that. They present these packaged deals at cost effective rates and then make the idea/packaged deal reach the masses through effective social media and marketing tool utilisation - thereby helping the people respond to the same favourably. And since the new generation is identifying the multifarious benefits of these innovative travel trends and embracing them, technology in travel is creating new opportunities for every company in the travel domain.

Q Any other information you would like to share with us.

A We, at InterGlobe Technology Quotient (ITQ), are happy to announce that this year has started off on a positive note, not only for the travel industry in general, but for ITQ as well. Through support from our channel partners and heartwarming acceptance of Travelport as an acclaimed and appreciated GDS in the travel industry, we have been conferred the Best GDS award for the third time in a row at India Travel Awards-South.

This token of appreciation was accredited to us due to our incessant effort towards bringing in ground breaking changes in the travel industry via cutting edge technological evolution. Easing access to integrated travel data, changing the way of booking, offering multifarious travel related services and continuous IT and back end support are some of the key areas we have invested our resources for. And till date, these measured have worked quite brilliantly for us.