

## NEWS RELEASE

### India tops Travelport's global ranking of digital travelers

- 67% tend to research and book all their travel arrangements on their smart phone
  - 80% travelers think digital boarding passes make travel much easier
    - 85% of travellers have used a digital wallet/payment app
    - 60% tend to back up all their travel documents to a 'cloud'

**New Delhi, November 20, 2018:** Travelers in India are increasingly using digital technology and platforms such as voice search, digital payments, e-tickets, social media etc to plan, manage and enhance their travel experiences. For the second consecutive year, India is being ranked as number one on Travelport's 2018 Global Digital Traveler League Table.

These are among results from the Travelport 2018 Global Digital Traveler Survey of over 16,000 travelers from 25 countries which include other key insights for the India market:

- **Mobile remains crucial, but travelers want a consolidated experience:**
  - Seven in ten of leisure travelers say they will "feel lost" without their smartphone.
  - Over two-thirds of them are reliant on their smartphone during their whole travel experience
  - Three out of four travelers prefer seeing all their trip itinerary in one place and half find it unsatisfying to have to book their travel arrangements separately.
  - Flight related mobile apps are key features to the traveller, particularly the ability to search and book flights (81%) and real-time alerts (78%)
- **New technologies continue to grow in prominence:**
  - 69% are using voice search to research their travel using tools such as Apple Siri, Google Home or Amazon Alexa
  - 85% of travellers have used a digital wallet/payment app while travelling e.g. Apple Pay, Alipay, etc
  - Over half of the respondents say they always use payment apps
  - Almost two thirds of travellers indicate that they would prefer to check in to a hotel via an app rather than at a reception desk
- **Travelers want technology to continue simplifying and enhancing travel experience:**
  - 84% of travellers are open to offering their biometrics to reduce waiting in security lines
  - In cases of travel disruption (e.g. natural disaster, strikes, etc.), over a third of travellers prefer to be served by a person via chat service, e.g. WhatsApp, WeChat, etc. and one in every five travellers would consider using their mobile to be served by self-service bots

- 80% of respondents think that digital boarding passes make travel so much easier

**Commenting on the research, Travelport Managing Director for Asia Pacific, Middle East and Africa, Mark Meehan said:** “India, as an emerging nation, is moving forward with a strong momentum of digital transformation across businesses and consumers alike. Irrespective of the age group, consumers want the convenience of mobility and technology on their finger-tips for all their travel related requirements. The growing proliferation of internet and smartphones in India will further strengthen this trend. We, at Travelport will continue to innovate, inspire and experiment with ways to use new technologies to enable the industry to ride this trend and enhance the experience of selling, buying and managing travel continually better.”

### **The 2018 Global Digital Traveler League Table**

The report also includes the 2018 Digital Traveler League Table, with India crowned champions for the second year in a row as the country with the most digitally-advanced travelers. The standings are based on a combination of the main indicators of using technology to enhance the travel experience. For example, India’s top position is maintained due to 69% of the country’s travelers using voice search, over 60% wanting digital room keys and 88% saying they are influenced to travel by friends on social media.

The countries are ranked as follows (\*= new country surveyed in 2018):

<b>Country</b>	<b>2018 Rank (2017 ranking)</b>
<b>India</b>	1 (1)
<b>Indonesia</b>	2 (3)
<b>Brazil</b>	3 (4)
<b>China</b>	4 (2)
<b>Nigeria*</b>	5
<b>UAE</b>	6 (8)
<b>Turkey*</b>	7
<b>Saudi Arabia</b>	8 (5)
<b>Colombia</b>	9 (9)
<b>Mexico</b>	9 (6)

South Africa	10 (7)
Singapore*	11
Argentina*	12
South Korea*	13
Hong Kong*	14
USA	15 (11)
Russia	16 (14)
Italy	17 (10)
Spain	18 (12)
France	19 (13)
Australia	20 (16)
Canada	21 (15)
UK	22 (17)
Japan	23 (18)
Germany	24 (19)

### About the 2018 Global Digital Traveler Survey

Travelport’s Global Digital Traveler Research was developed by the company’s market intelligence team and carried out online through Toluna Research in August 2018. The research covered 25 countries and surveyed people who had taken at least one round trip flight last year. In total, there were over 16,000 respondents. The report is available to download at <http://www.travelport.com/gdtr>.

### About Travelport ([www.travelport.com](http://www.travelport.com))

Travelport (NYSE: TVPT) is the technology company which makes the experience of buying and managing travel continually better. It operates a travel commerce platform providing distribution, technology, payment and other solutions for the global travel and tourism industry. The company facilitates travel commerce by connecting the world’s leading travel providers with online and offline travel buyers in a proprietary business-to-business (B2B) travel marketplace.

Travelport has a leadership position in airline merchandising, hotel content and distribution, car rental, mobile commerce and B2B payment solutions. The company also provides critical IT services to airlines, such as shopping, ticketing, departure control and other solutions. With net revenue of over \$2.4 billion



in 2017, Travelport is headquartered in Langley, UK, has approximately 4,000 staff and is represented in 180 countries and territories.

**About InterGlobe Technology Quotient (ITQ) (<http://www.itq.in/>)**

In India, Travelport partners with InterGlobe Technology Quotient (ITQ), a strategic business unit of InterGlobe Enterprises, is an official distributor of Travelport in 6 markets across Asia Pacific region including India, Sri Lanka. Headquartered in Gurgaon, the company provides cutting edge travel technology solutions with unmatched inventory options to its customers helping them increase their productivity and business efficiency. With an extended network nearly 400 cities having 19 dedicated offices and 14 REPs, InterGlobe Technology Quotient reaches out to over 36,000 agency terminals, with two nationalised service centres and 16 training centres having state-of-the-art infrastructure and facilities matching international standards.

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