

HIGHLIGHT

Non-air content offers great potential in India: JB Singh

InterGlobe Technology Quotient (ITQ), a strategic business unit of InterGlobe Enterprises, has registered strong consolidated growth of almost 40 per cent in the fiscal year 2010-2011. Deepa Sethi and Vivek Sethi talk to JB Singh, President and CEO of ITQ to get a better sense of his vision.

 TT BUREAU

Kindly share your thoughts on the fast changing business environment? Also elaborate on the performance of your company?

We give utmost priority to all our clients, while we keep enhancing our capabilities to serve them even better. Today, the business environment is changing fast, which presents both an opportunity and a challenge. Our enhanced capabilities, which helps our partners in the travel trade in realising the benefits of the changing environment and overcome the challenges, makes us their most sought after partners.

Singh talk

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Our manpower holds key to grow our business

Galileo mSmart service had been very good

Soon we will also roll out the Universal API, which has been running successfully in international markets like Australia, New Zealand, Singapore, Hong Kong and USA to name a few

Incredible India needs to make tourism their topmost priority

It's because of our state-of-the-art offerings and dedicated team that all the travel companies, whether small or large, leading online players, our partners in the aviation business and all other allies in travel business made it possible for us to register 39% CAGR in FY 2010-2011. We look forward to acquiring new accounts across different verticals, which will give further momentum to our growth expectations.

Kindly elaborate on your state-of-the-art offerings and the mechanism used to keep your team motivated?

Our state-of-the-art offerings on the Galileo and Worldspan can comprehensively meet all the needs of our travel partners. The services we offer to travel agency include desktop, ticketing, fares, non-air, office management and several value adds. For distinct needs of travel suppliers, we offer both air and non-air inventory. On the online front, we offer e-pricing, Galstar and Worldspan XML. Pro application to name a few.

Our manpower holds key to grow our business. We ensure that our team gets the best possible training to meet the distinct needs of all our travel partners. To service the needs to our travel partners in the fast changing environment and enhancing the skilled capabilities of our partners, we have doubled the outlay for training of manpower at our end. The results are apparent, as over

99 per cent of calls at our call centres get picked and our team is well equipped to meet all special needs of our clients.



JB Singh
President & CEO of InterGlobe Technology Quotient (ITQ)

What new products and segments are likely to enhance your growth prospects in times to come?

Galileo mSmart service had been very good. It has been a path-breaking solution that has now enabled customers to pay for any of their air, train bookings or car rentals with a credit card over their mobile phone from the convenience of their office or home without having to follow up with the travel agents. The m-Commerce sector is set for growth in the Indian market over the next few years with the growing need of mobility and lower prices of mobile handsets.

Soon we will also roll out the Universal API, which has been running successfully in international markets like Australia, New Zealand,

Singapore, Hong Kong and USA to name a few. It will revolutionise the manner in which the trade functions, as all the utility components will be made available on a single screen.

Going forward, we also expect lucrative opportunities to emerge in the non-air content segment.

How do you see the potential of destination India?

I am adventurous by nature and like to explore newer destinations via road journeys. I undertake one such expedition every year. I am also an avid golfer and always make it a point to play at least once a week.

The purpose of telling you about my love for golf and road journeys is that the breathtaking landscape that our country has, is not available in any other destination. We recently headed on one such unique expedition to Jammu & Kashmir, where we also wanted to play golf.

The cost of organising the golf game was much higher than the expenditure our group would had for the same itinerary in other destinations in South Asia. Moreover, the highways need urgent repairs to make road journey convenient and safe.

Incredible India needs to make tourism their topmost priority and work on developing all the state-of-the-art amenities in a planned and phased manner at our several tourist attractions. 🇮🇳