



Home » Interviews » Imagining Indian Tourism's recovery with InterGlobe Technology Quotient's: Sandeep Dwivedi



August 21, 2020



TnH Global



0

Imagining Indian Tourism's recovery with InterGlobe Technology Quotient's: Sandeep Dwivedi

TECHNOLOGY

InterGlobe Technology Quotient's Chief Operating Officer, SANDEEP DWIVEDI, feels that India's tourism sector will regain its 2019 level by 2022. According to Dwivedi, employing enhanced safety mechanisms, rebuilding comfortable travel experiences and offering more options to travellers can revive confidence in travel and start its recovery.

Here, Dwivedi shares his thoughts about the future of travel and tells us about Travelport's latest innovations.

1. According to you, which segment of the tourism industry has been hit hardest due to the pandemic?

A difficult question indeed as every segment seems to be direly hit. Airlines have been deeply impacted. We have airlines filing for bankruptcy, including Virgin Atlantic which has filed for Chapter 15 bankruptcy protection in the US and LATAM for Chapter 11. We also have airlines like Flybe ceasing operations altogether. In June 2020, IATA projected a collective annual loss of US\$84 billion for airlines – almost thrice the amount of loss faced during 2008-09 financial crisis and an additional US\$15 billion of loss is projected through 2021, which is going to adversely affect the overall business cycle of the industry. Certainly, the hospitality sector is even more adversely hit. While confidence is slowly building up in travel via airplanes, there is still a huge hesitance when it comes to dining out. Further, it is start-ups and small enterprises in

our industry that are massively hit since a lot of them were still in the formative years of growth before taking the pandemic blow.

Q. Looking at the current situation, when do you expect a tangible recovery in the tourism sector?

It is hard to say when the sector will recover considering frequent shifts in market sentiment. But the Indian tourism industry, as many reports seem to claim, is expected to reach close to its 2019 level by 2022. Much still remains to be seen, given the unpredictable and unstable consequences of this pandemic, as spouts of cases emerge soon after slight hope of recovery surfaces. Yet to put it concisely, rise in the tourism sector's recovery is directly proportional to confidence in the safety of travel and decline in the number of impacted people. So, as the medical industry endeavours to develop a vaccine for this virus, the tourism industry will continue to innovate means for safer, contactless travel during the pandemic, which will ultimately accelerate recovery.

Q. In your opinion, what should be the strategy of the Government and the industry to revive tourism in the country?

Government of India certainly appears to be taking necessary actions for national safety, however, some major support, including but not limited to economic packages for ailing airlines, shall prove a welcome aid. With regards to the tourism revival strategy, our industry has been mindful of the market shifts and sentiments, taking note of enhanced safety requirements insisted or signalled upon by travellers. What we see can revive and instigate recovery is reinstating confidence in travel by employing enhanced safety mechanisms; rebuilding comfortable and enhanced travel experience amid and beyond the pandemic; bringing more options and alternatives for travel to the travellers; and opening channels for two-way and more thoughtful communication; among other things.

Q. How is ITQ navigating through these challenging times?

With mindfulness and innovation is how we have been treading through these challenging times. ITQ has been persistent in picking the smallest needs of our travel agent community and building up our services and products to offer a smooth travel booking and management experience. From consistent revival and development trainings with agents to linear entry for processing refunds; 24X7 support to joint webinars with airlines; a COVID-19 airline policy tracker to an airline health and safety tracker; we have ensured our community of travel agents receive a seamless stream of services and aids for smooth business operations irrespective of the times.

Q. Are you planning to launch any new product to assist travel agents in the COVID-19 world?

The quest towards a better and enhanced platform is eternal at ITQ and Travelport, irrespective of the times. Naturally, this pandemic has forced us to put enhanced emphasis on safety and that is where we have been working hard to innovate. Recently, our technology partner has launched a COVID-19 Smartpoint Plugin, which gives travel agencies the latest information on government restrictions, lockdowns and safety measures across the globe, all within the agent workflow. They have also launched an Airline Health and Safety Tracker, which highlights the safety measures being undertaken by more than 80 of the world's largest airlines.

ITQ too has been innovating; we are using chatbot technology among others to bring an enhanced travel booking and management experience for our customers.

Q. How are you guiding and helping your trade partners so that they can survive through these difficult times?

As a strong neural system for the travel agent community, ITQ has been a relentless harbinger of hope and data, be it in the form of detailed documents, including tutorials and insights; or leadership and technical trainings, including exclusive webinars; or innovative tools including policy plugin and tracker. We have stood strong in support of our travel partners, day and night, and are relentlessly innovating to bring enhanced capabilities in addition to our inimitable technology.

Q. How do you see the role of technology in mitigating the impact of the current crisis?

Contactless has been the new normal ever since the world was hit by this pandemic. To normalize contactless, and reinstate comfort and confidence in travel, technology seems imperative. Many innovations have already made, like mass fever screening and biometric-based self-boarding for travellers' safety and comfort. There are still many in the pipeline building on the science of robotics and artificial intelligence, including a few which seemed rather futuristic before the pandemic but now are due to make their way much sooner than anticipated.

- Category
- Interviews
- Latest
- Technology
- Top Stories
- Travel Trade

Share this post:

 0

 0

 0

 0

 0

ABOUT AUTHOR



TnH Global 4051 posts

Our platform is the most comprehensive, current and accurate content destination for tourism that also offers the opportunity to connect and network with quality buyers and sellers.

Name: TnH Global

Email: admin@tnhglobal.com

YOU MIGHT ALSO LIKE



Greater Malabar Initiative submits Memorandum to Hon'ble Union Minister for Civil Aviation

Civil Aviation Minister's intervention sought to augment international connectivity of Calicut airport

Greater Malabar Initiative (GMI) formed by industrialists, healthcare professionals and eminent persons to promote development of the Malabar region called upon Union Civil Aviation Minister Shri P. Ashok Gajapathi Raju's



ITB

Asia

Destinations

Record number of buyers set to attend ITB Asia 2018

ITB Asia, 'Asia's Leading Travel Trade Show', has seen a record number of buyers registering for this year's show with nearly 1,000 approved buyers set to attend, a 12% increase



Govt to roll out DigiYatra offering for air passengers soon

The facility will use digital technology to enhance air passenger experience all the way from ticket booking to airport entry check, security check and aircraft boarding. Having worked on the



Slider

Inde Hotels adds acclaimed heritage property to its portfolio

Inde Hotels, a platform for independent hotels, providing end-to-end marketing and support services to drive revenue has successfully added another feather to its cap by adding the Bijolai Palace Hotel, Jodhpur under



The First Cochin International Boat Show to be held from September 26

The first Cochin International Boat Show (CIBS) will be held from September 26 to 28, 2018 at KTDC's Bolgatty Palace Event Centre, here. It will be inaugurated by Alphons Kannanthanam,



Trends

Norwegian Cruise Line Holdings announces efforts to reduce single-use plastics

Norwegian Cruise Line Holdings Ltd. (Norwegian), a global cruise company which operates the Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises brands, announced the important next step in



Latest

TripXOXO encourages Indians to travel on this World Tourism Day

Offers Book n Win 20% cashback on all tours across the globe! · TripXOXO has over 25000 tours, activities and experience options available across 140 countries · TripXOXO offers 5000



Maldives nominated for Indian Ocean Best Spa Destination-2017 at 3rd Annual World Spa awards

The 3rd Annual World Spa Awards has today announced the final nominees for its prestigious 2017 awards. The Maldives has been nominated for Indian Ocean Best Spa Destination at 3rd



Ramayana Water Park

Latest

Three Theme based Thailand water parks named among top 10 in Asia

~ The Ramayana Water Park in Pattaya took the third spot ~ The Black Mountain Water Park in Hua Hin took the sixth spot ~ The Cartoon Network Amazone in



Trending

Sarovar Hotels & Resorts expands in Mumbai; signs a new hotel in Dahisar

Sarovar Hotels Pvt. Ltd. announces the signing of a new hotel deal in Dahisar, marking the group's strong foothold in the Mumbai market. One of the fastest growing hotel chains



Latest

Atlantis, The Palm and AmStur Caviar break The Guinness World Record™ title for the world largest caviar tin

The world's largest tin at 50kg was unveiled on New Year's Eve 2017 at the resorts famous Gala Dinner Atlantis, The Palm teamed up with luxury US caviar company AmStur

YAS ISLAND.AE

UNITED ARAB EMIRATES



Latest

Desi Explorers' head to YAS Island, UAE

Explore! Dream! Discover! Sunny Arora and Anand Mishra of Marinating Films bring yet another enthralling season of 'Desi Explorers' with a new gang of stars to travel and explore the

0 COMMENTS

No Comments Yet!

You can be first to comment this post!

Leave a Reply

Only registered users can comment.

LATEST STORIES

Imagining Indian Tourism's recovery with InterGlobe Technology Quotient's: Sandeep Dwivedi

How two founders with a combined net worth of no more than 20 lakhs built a company with a user base of over 170 million travellers

Getting ready to travel again? Have all your visa related questions answered straight from the experts.

Sarovar enters Mussoorie with Madhuban Sarovar Portico

Tourism Authority of Thailand conducts luxury virtual connect in India

Qatar Airways to resume flights to the Maldives

IndiGo's Double Seat offer: Book 2 seats for 1 passenger

Leisure Hotels Group set to reopen its properties across all states

Radisson Enters into Strategic Tie-Up with EazyDiner

Hotel Association of India pledges support to revive tourism in J&K

FHRAI apprises Piyush Goyal of the hospitality industry's issues

\$29 Billion Loss Expected for Asia-Pacific Airlines in 2020

Tying the Knot in Nature's Lap during the Times of Corona

ETIHAD AIRWAYS TO RESUME SPECIAL PASSENGER SERVICES TO AND FROM ABU DHABI TO SIX DESTINATIONS IN INDIA

ETIHAD AIRWAYS ANNOUNCES A NEW CODESHARE AGREEMENT WITH AIR ARABIA ABU DHABI

SOCIALIZE



0

Facebook



0

Tweets



0

Google+



0

LinkedIn

SUBSCRIBE TO NEWSLETTER

Your Name *

Your Email *

Submit

TNH GLOBAL

Our platform is the most comprehensive, current and accurate content destination for tourism that also offers the opportunity to connect and network with quality buyers and sellers.

COMPANY

[About US](#)

[Contact US](#)

[Privacy Policy](#)

[Blog](#)

FOLLOW US



© 2018 Copyright Tnh global. | All Rights Reserved