

today's traveller interviews

news

## Sanjay Kumar: We aim to set dynamic new standards in travel technology tools for 2024

By Kamal Gill ◦ January 10, 2024 ◦ 3 Mins read

**In an exclusive interview with Kamal Gill, Exec Editor, Today's Traveller, Sanjay Kumar, President and CEO, of InterGlobe Technology Quotient (ITQ), speaks at length on the key role of technology in the travel industry.**





**TT Bureau: InterGlobe Technology Quotient operates in the travel and technology sector. How do you see the current landscape and future trends in this industry affecting your company's strategy?**

**Sanjay Kumar:** The intersection of travel and technology is undergoing a transformative phase, fuelled by evolving consumer behaviours and technological advancements. Markets in India and around the globe are going to see the massive growth of travel and experience in the industry and it is imperative to keep pace with the latest happening in the travel technology field. In response to these trends, ITQ together with Travelport, is committed to adaptation and innovation.

Our strategy encompasses leveraging emerging technologies like artificial intelligence, data analytics, and machine learning to enhance the travel experience. Recognizing the growing importance of sustainability, we are integrating eco-friendly practices into our operations such as the publicly accessible Travel Impact Model (TIM). This feature calculates transparent flight emission estimates, empowering agents, travel managers and travellers to make more eco-conscious choices when planning and booking their trips.



Travel and Technology – (Courtesy: Interglobe)

As we look ahead, our commitment to evolution remains strong. In the coming year, we aim to set new standards in travel technology with



initiatives such as cloud adoption, AI/ML-powered search, a price change predictor, and new order management tools slated for 2024. We're not just focusing on our business and shareholders; we are dedicated to making a positive impact on the travel community.



**TT Bureau: In the rapidly evolving technology landscape, what initiatives has InterGlobe Technology Quotient taken to stay innovative and competitive?**

**Sanjay Kumar:** Staying at the forefront of innovation is integral to our approach at ITQ. [InterGlobe Technology Quotient](#) commitment to innovation is showcased through the pioneering ITQ – Airline Ticket Quota Migration project. It aimed to transition our ticketing quota system from volume-based to value-based, aligning with IATA BSP Remittance Holding Capacity. This complex initiative secured approval from 95 airlines for a value capping system, met consolidators' demand for value allocation, and updated 5,082 Pseudo City Codes.

Despite challenges, we successfully converted over 4,000 IATA agencies without disruptions, introducing an agency credit control feature. This project marks a historic milestone in the Global GDS world as the first-of-its-kind migration project, showcasing our continuous dedication to evolving and improving travel technology solutions. It exemplifies our commitment to pushing boundaries and staying at the forefront of innovation within the industry.

**TT Bureau: What advice would you give to aspiring leaders in the technology and travel industry based on your own experiences and career journey?**

**Sanjay Kumar:** My advice to aspiring leaders in the technology and travel industry is rooted in the importance of adaptability, continuous learning, and a customer-centric mindset. The technology and travel sectors are dynamic, and success requires staying ahead of trends and embracing change. Continuous learning, both in terms of technology advancements and industry developments, is essential.





Travel (Courtesy: Interglobe)

Additionally, understanding the needs and preferences of the end-users is paramount. A customer-centric approach not only ensures customer satisfaction but also guides strategic decisions in travel technology. Lastly, effective leadership involves building strong, collaborative teams and fostering a culture of innovation. Embrace challenges, learn from failures, and lead with a vision that aligns with the evolving landscape of both industries.

**TT Bureau:** Looking ahead, what are the key goals and milestones that InterGlobe Technology Quotient aims to achieve under your leadership?

**Sanjay Kumar:** At InterGlobe Technology Quotient, our key goals revolve around advancing our technological capabilities to the forefront of industry standards, expanding our global presence through strategic partnerships, and integrating sustainable practices across our operations.

We are committed to enhancing customer satisfaction by providing personalized and seamless travel experiences, leveraging innovative solutions. Our central goal is to empower travellers and businesses by delivering innovative, efficient, and sustainable travel technology solutions.

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