



Introduction To InterGlobe Technologies





Introduction

InterGlobe Technologies (IGT), is a leading global pure-play Travel Technology organization, providing integrated services and solutions to travel corporations worldwide in the areas of Information Technology (IT), Business Process Outsourcing (BPO) and Consulting. IGT's service offerings cover the entire business operations & technology spectrum of the travel and hospitality domain.

IGT's parent company, InterGlobe Enterprises Pvt. Ltd. (InterGlobe), is one of the world's largest travel conglomerates with interests in the areas of Aviation (IndiGo), Air Transport Management (InterGlobe Air Transport), Travel Distribution (Galileo India), Travel Technology (InterGlobe Technologies), Destination Management (InterGlobe Holidays), Hospitality (InterGlobe Hotels) and General Aviation (InterGlobe General Aviation).

- Part of India's largest Travel Conglomerate – InterGlobe Enterprises
- Established in 1998
- Over 4000 travel professionals
- 8 state-of-the-art delivery centers
- Focused expertise – 100% revenues generated from travel vertical Offerings
- IT - Solutions & Services
- Business Process Outsourcing Services
- Quality, Process & Metrics driven organization
- ISMS 27001:2005 certified
- IT Organization assessed at CMMI Level 5
- BPO Practice ISO 9001:2008 certified
- P-CMM Level 3 certified
- BPO Practice PCI DSS 1.2 certified
- BPO Practice COPC® standard version 4.4
- Six Sigma rigor for process improvements
- Global delivery model to service clients across multiple locations

InterGlobe Enterprises today is a leader in aviation and travel related services, growing the market through innovation and service leadership. InterGlobe employs more than **8,500 professionals** and has a network of **61 offices** across **44 cites** globally



Aviation

InterGlobe Aviation
 'IndiGo'
 India's Largest & Fastest growing domestic low cost carrier

Travel, Technology and General Aviation Services

InterGlobe Air Transport
 Largest airline management company in India

InterGlobe Technology Quotient
 Distributor for Galileo and Worldspan GDSs in India and Srilanka

InterGlobe Technologies
 Integrated BPO and travel IT solutions provider for global clients

InterGlobe Established Products
 Exclusive partnerships with Hawker Beechcraft, Sikorsky Helicopters & Dornier Sea Planes

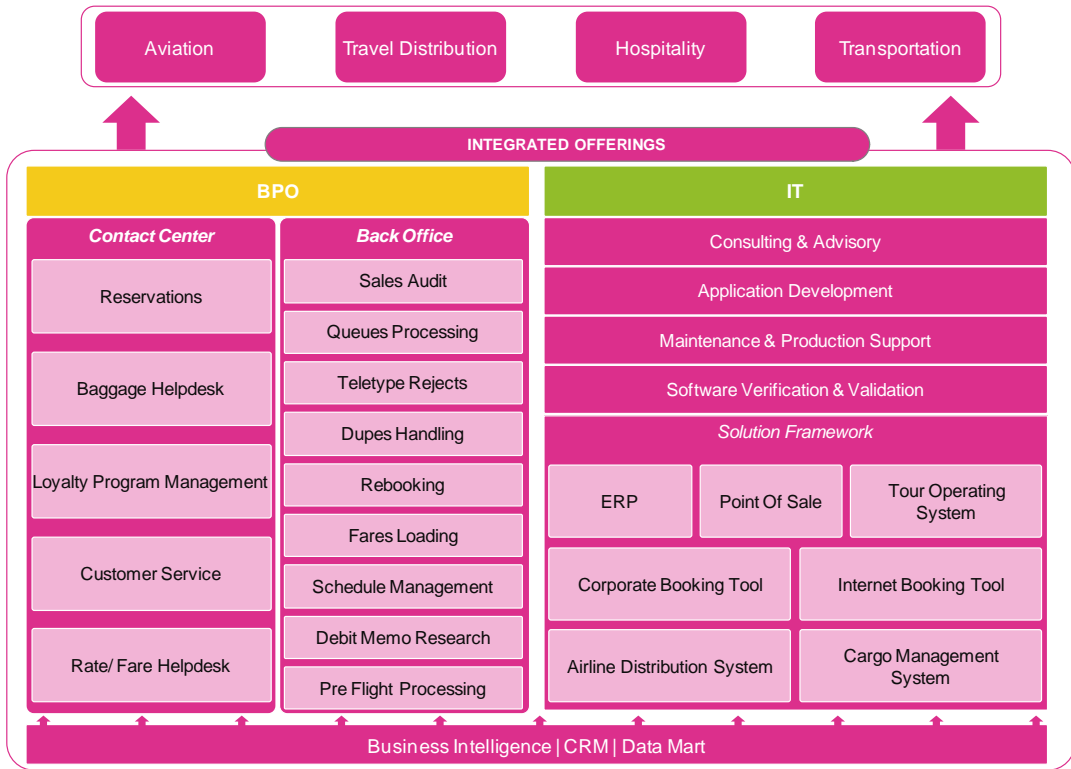
Hotels

InterGlobe Hotels
 JV with Accor to build 'Ibis' hotels and to manage Accor brands in S. Asia



IGT Services Portfolio

Drawing upon its rich experience of working with airlines, hotels, cruises, car rental companies, GDSs, travel management companies and travel portals, IGT provides efficient and high quality customized solutions & services in a cost-effective and timely fashion.



Global Presence

Languages Supported

Arabic | Dutch | English | French | German | Greek | Indian Regional | Italian | Malay | Mandarin
Portuguese | Russian | Spanish | Thai | Turkish | Ukrainian





Our Infrastructure

IGT has Eight state-of-the-art facilities:

- 3 are located in the fast growing technology hub of India within the National Capital Region – Gurgaon
- 1 in the financial capital of India, Mumbai
- 1 dedicated service delivery center is located in the south of India, at Chennai
- 1 in the most preferred outsourcing location in South East Asia, at Manila, Philippines
- 1 service delivery center is located in Cairo, Egypt
- 1 service delivery center is located in Colombo, Sri Lanka



State-of-the-art facilities

- Gurgaon NCR, Mumbai, Chennai
- Manila, Philippines, Sri Lanka
- 208,000 sq. feet total space
- 24 x 7 operations
- Acoustically designed workstations
- 1:1 redundancy on Data & Voice Network
- 100% redundancy on Power Infrastructure
- 300+ seats training capacity
- Gymnasium & Recreation facilities
- Medical rooms for employees



Technical Setup

- Avaya IP Telephony
- CMS Center Vu Tool
- NICE Voice & Screen Logger
- Border Gateway Protocol (BGP)
 - Inter-autonomous system routing protocol



Secure Delivery Facilities

- Secure Delivery Facilities with electronic and physical security on 24 x 7 basis

Industry Participation, Accreditation & Awards

Accreditations

• CMMI Level 5 Accreditation

Demonstrating IGT's commitment to its clients for consistently providing high Quality solutions, the CMMI Level 5 accreditation reiterates IGT's ability to orchestrate end-to-end, process-driven business solutions.

The CMMI accreditation is based on the premise that all processes can be controlled by deploying time tested Best Practices including:

- Clearly documented procedures that meet international norms
- Focus on Tools
- Metrics driven mature Project Management
- Frequent cross-functional audits and management reviews
- A company-wide culture of continuous improvement

IGT's Quality Management System (QMS) for managing software development ensures a high level of Quality in all the software's developed within the company. It also addresses special requirements for specific products and clients.

• ISO 9001:2008 Certification

IGT's Business Process Outsourcing (BPO) division has been certified by BM TRADA Certifications Pvt. Ltd for ISO 9001:2008 based Quality Management System. The certification focuses on achieving total customer satisfaction by persistently improving the service delivery to meet/ exceed Service Level Agreements. It recognizes organizations that can link business objectives with operating effectiveness.



- **ISO 27001: 2005 Certification (Information Security Management System)**
IGT has also been certified by BSI Management Systems for ISO 27001:2005 based on Information Security Management System (ISMS). This has enabled a systematic information security risk management and mitigation through implementation of security control by dedicated Security Management Group.
- **People Capability Maturity Model Level 3 Accreditation**
To become an Employer of Choice, IGT's People processes have been assessed at P-CMM Level 3 by KPMG. P-CMM has helped IGT in Attracting, Growing, Motivating, Deploying & Retaining talent to improve its people capabilities in providing quality IT and BPO Services.
- **Payment Card Industry Data Security Standard (PCI DSS 1.2)**
IGT is the first travel BPO organization in the world to become PCI DSS 1.2 compliant, that ensures secure e-commerce transactions.
- **Customer Operations Performance Center(COPC®) standard version 4.4**
IGT became the world's first travel BPO to be certified on the COPC® standard version 4.4. The COPC® certification is a comprehensive operation performance standard that specifies minimum operational requirements in critical functional areas.



Global Services 100 annual ranking of IT and BPO service companies
(InterGlobe Technologies)
GS100 – 2010, 2009



Rising Stars Category Global Outsourcing 100 service providers list
(InterGlobe Technologies)
IAOP – 2010, 2009



Top 50 Best Places to Work in India 3 years in a row
(InterGlobe Enterprises)
Great Place to Work Institute, USA – 2010, 2009, 2008

Black Book
of
Outsourcing

Ranked 2nd Travel BPO Outsourcing and Ranked 3rd Travel IT Outsourcing
(InterGlobe Technologies)
Global Black Book of Outsourcing - 2009



Fast 50 India and Fast 500 Asia Pacific
(InterGlobe Technologies)
Deloitte Technology – 2009, 2008, 2007, 2006



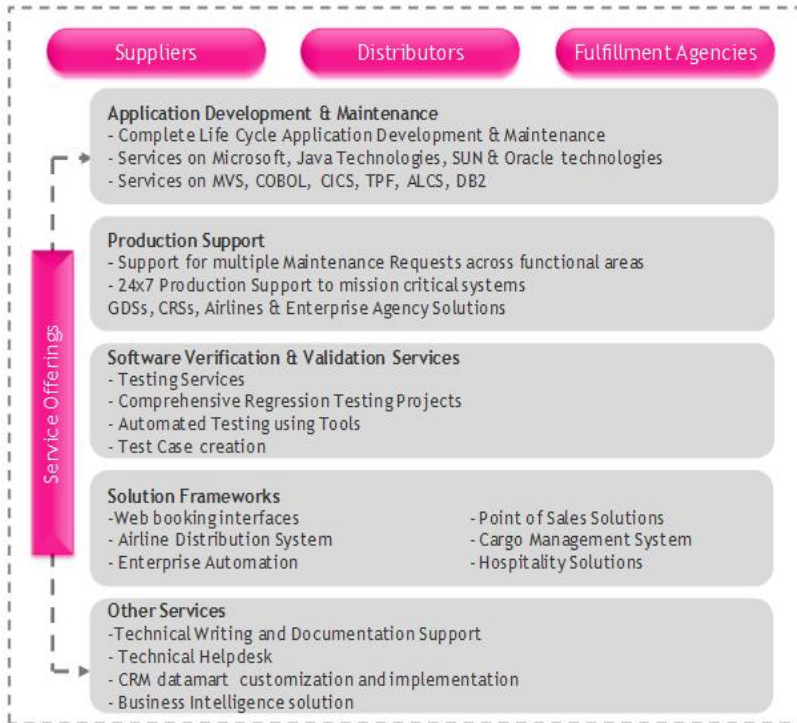
Top 15 Exciting Emerging Companies to Work for
(InterGlobe Technologies)
NASSCOM – 2008



IGT's Service Offerings

IT Services & Solutions:

IGT's IT outsourcing services include development, enhancements, testing, documentation and production support on both Mainframe and Open Systems Technologies. In addition, IGT also offers comprehensive and customizable solutions that are designed to meet the specific needs of each segment of the travel industry.



BPO Services





IGT's Select Clients

Having served some of the world's largest Airline & travel companies from across the globe, IGT has gained practical hands on understanding of how the outsourcing industry has evolved in this domain. We continue to demonstrate our vision and ability to facilitate the necessary changes that are required to ensure continued success and growth for our clients. This expertise has helped both companies to build an impressive client list of Fortune 500 companies located across the globe.

Several airlines, hotels, travel agencies, GDSs and dozens of well renowned B2B and B2C entities rely on IGT for their support and help desk functions, pricing control and integrity, contract loading, filing and version control, information systems and IT development, enhancements, testing, documentation and production support for applications operating on mainframe and open system technologies

Americas	
Europe	
Middle East & Africa	
Asia Pacific	

Value Proposition



InterGlobe Technologies (IGT) is a leading BPO & IT Services provider committed to delivering innovation and business excellence across the entire spectrum of the travel, transportation and hospitality domain.

Ranked amongst the World's Top 3 Travel Technology Solutions providers, the company offers integrated Application Development and Maintenance, Call Center Services, Back Office Services, Consulting Services and Solution Frameworks to the travel industry worldwide.



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