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ASIA PACIFIC REGION'S ONLY INTERNATIONAL MONTHLY ABOUT GLOBAL OUTSOURCING

Nov 07

The Airport  
IT  
Trends  
survey  
Executive summary

## 2007

AIRLINE

IT  
Trends  
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Executive summary

## 2007

**"IGT - PERHAPS THE  
BEST KEPT SECRET  
IN THE TRAVEL INDUSTRY"**

Stephen Smith - CMO - IGT

**SPECIAL AVIATION EDITION**

**GOLDEN OPPORTUNITY TO TAP THE BILLION DOLLAR BUSINESS OF OUTSOURCING WORLDWIDE!**  
AEROSPACE • AUTOMOTIVE • BANKING • BIOTECH • CHEMICALS • ENERGY • ENTERTAINMENT • GOVERNMENT • HEALTH • INSURANCE  
LIFE SCIENCE • MEDIA • MANUFACTURING • POWER • PHARMA • RETAIL • TELECOM • TRANSPORTATION • TRAVEL • UTILITIES

# InterGlobe Technologies

*InterGlobe Technologies (IGT), is a leading pure-play Travel Technology organization, providing integrated services and solutions to travel corporations worldwide in the areas of Business Process Outsourcing (BPO) and Application Development and Maintenance. IGT's service offerings cover the entire technology spectrum of the travel and hospitality domain. IGT is part of InterGlobe Enterprise Pvt. Ltd., one of the world's largest travel conglomerates operating for more than 4 decades in India. IGT's affiliation with its parent company provides the opportunity for IGT to draw upon an even deeper domain of experience in the travel industry. IGT's clientele includes Airlines, Travel Management Companies, Hotels, Cruise Companies, Global Distribution Systems, Car Rental companies, Travel Technology Companies, Corporate Travel Solutions, and Online Travel Companies. IGT employs travel industry experts from all over the world and maintains one of the largest TPF resource pools on the globe.*

IGT understands how the industry has evolved, and has the vision and ability to facilitate the necessary changes to ensure continued success and growth for its clients. The organization has built an impressive client list across different travel verticals worldwide including names like; United, KLM, Virgin, Princess, Air India, IndiGo, WebJet, IBM, Travelport, WorldSpan, Galileo, EDS and many others. Everyday more than 53,000 hotel properties 13,000 travel agencies, 460 airlines, dozens of well known online entities rely on IGT for development, enhancements, testing, documentation and production support for both Mainframe and Open System Technologies.

IGT offers extensive BPO services that cover the entire range of call/contact center and back office services for travel industry clients. From high-end consulting services to data entry and transaction processing assistance IGT

offers a travel domain focus unmatched in the technology industry. IGT's call center handles call volumes of 2-3 million for various voice processes for clients all over the world. IGT provides back-office transaction processing services like; queue management, teletype rejects, fare filing, dupe processing, flight rebooking, satellite ticketing, debit memo research, etc., for leading Airlines, GDSs, and Travel Management Companies.

Given IGT's industry expertise, it is uniquely qualified to provide any travel business with an efficient, value added information technology or business process outsourcing solution designed to fulfill the specific requirements of the outsourcing business model. With some of the best thinkers, innovators and implementers in the travel and hospitality domain, IGT offers a tremendous value proposition in terms of accuracy, quality and cost savings.

IGT developed a patented process called KAPTIVE™ for transition management. This 47 step process is designed to manage and transition projects in a manner that delivers consistent results every time. Because of KAPTIVE™ IGT delivers faster ramp up times and overall lower transition cost. IGT currently employs more than 1800 professionals across the globe. Headquartered in Gurgaon, India, the company has a presence in the Americas, Europe, and Asia Pacific.

Established in 1998 to fill a void of travel application development outsourcing, IGT has grown into one of the world's largest pure play travel technology companies. IGT is a quality, process & metrics driven organization, with its IT practices assessed at the Capability Maturity Model Integration Level 5 and BPO processes ISO 9001:2000 & ISO 27001:2005 (ISMS) certified.

For more information please visit [www.igt.in](http://www.igt.in)



Stephen R. Smith

*Q & A feedback from CMO of InterGlobe Technologies, India reveals the company's core strength and strategic growth plans worldwide*

**Service offerings across Industries Worldwide**

IGT offers services across one of the broadest spectrums of any travel technology company. From legacy support services, to voice and back office BPO operations to web and open systems development. We cover almost every sector of travel technology. We also have a portfolio of our own offerings including an airline reservation system, cargo systems and several travel agency and internet based booking engines.

**Brief your expertise in offering Aviation BPO services for Global Airline and Travel Industry customers.**

IGT offers a broad array of both traditional voice and back office Aviation BPO services. Building upon our decades long relationships with major international carriers, we understand the airline business like few companies in the world. InterGlobe has handled everything from the most complex fares and rates processing to managing hundreds of thousands of incoming voice calls for a major international flag carrier. What makes us different is the depth to which we understand our customers business... it's what we do and who we are.

**Instances of how you built up a value chain for a specific service / process.**

Value is ultimately in the eye of the customer, but for most customers, India and IGT are a destination to achieve cost savings from their current delivery. Ultimately what our customers find is a partner and an ally in the battle to grow their business. We don't just look at our delivery as a matter of cost reduction, but business enhancement. While looking to drive efficiencies we also strive to drive revenue. For one major international carrier our BPO rebooking

process enabled them to see a 60% increase in revenue retention from our service. To me that is double value, both in terms of operational savings and revenue improvement.

**Brief .... Your evolving global delivery model**

IGT continues to evolve its global delivery model and service offerings. With a focus on North America, Europe, China and India, IGT has developed an unparalleled network of local and offshore centers to service our existing customers as well as prepare for the unprecedented growth in Asia and India

**Advantages of your Offshore / Onshore / Nearshore locations ( USA and Europe perspective) if any...How do you leverage each location ....client perspective !**

IGT has strategically invested in both Europe and the Americas in developing the right talent and expertise on site with our customers. While doing this we have also continued to develop our off shore model.

**Specific near shore / onsite support offered for your clients overseas and you find them crucial to build up a long term relationship**

Customer touch is critical in every business, and even more so in the delivery of complex technology driven travel solutions. In service delivery the relationship is everything. For that reason we put most of our account managers on the ground next to our customers, we also develop a network of relationship and delivery staff focused on the customer. We rate and evaluate every leader and employee on their ability to drive customer satisfaction and deliver what we promise, every time.

**List of International certifications granted if any ... and brief on how they have been boosting up your business prospects ...**

We have international certifications like IATA and our IT practices are assessed at the Capability Maturity Model Integration Level 5, our BPO processes certified at ISO 9001:2000 & ISO 27001:2005 (ISMS) certifications. We are well on the path to achieving P-CMM and Six Sigma certifications early in 2008. Of course we have the standard individual certifications like .net, Sun, MS, etc. that you would find in any quality development organization.

**List of major clients in US, Europe and Asia Pacific.**

IGT prides itself on our client base and has been working with most of our customers for many years. We support customers such as United Airlines, KLM, Virgin Atlantic and South African Airways and IndiGo. In addition to airlines we have the Travelport family of companies, Galileo, Worldspan, and Orbitz. We also have both traditional travel agencies and online agencies such as Webjet.

**Where do you feel your competitive strength is concentrated on.. which drives your growth !.**

InterGlobe has always been about relationships. What we believe is the market differentiator for IGT is our investment in the relationship. This extends to our customers, our partners and our employees. Companies that have a strong commitment to relationships and a vision for how to enhance, grow and expand those relationships will ultimately be the market winner.

**How do you plan to position yourself in Asia Pacific over the next 5 years in Aviation BPO space.**

Asia Pacific cannot be ignored as it continues to be the fastest growing aviation and travel market in the world. IGT has selected Beijing in the Peoples Republic of China as our Asia Pacific headquarters and is building local presence in most of the Asian countries. Trust and experience are going to be the critical component of our strategy in Asia Pacific. As with any emerging market you need to be there on the ground, building relationships and demonstrating that you are there for the long haul.

**How important are SLAs in your firm's relationship with your clients and How much are you engaged in a client's outsourcing plan?**

SLAs and operating metrics drive everything we do. Most importantly we believe and drive a culture of transparency. Everything we do, we measure, and if you can measure it, you can report on it and you can improve upon it. Every bit of this data we share with our customers in a collaborative environment designed to create a virtual extension of our customer's organization. In today's business for the client, transparency is not only nice to have, it's essential.

**Advantages of being located in India.**

India has and will continue to provide a strategic and economic advantage over many delivery destinations globally. The access to talent and experience that has been built up over the past two decades continues to make India the premier destination for IT and BPO services. That said, no one can ignore the fact that we live and work in a flat, interconnected world and delivery needs to take place from where the best scale, value and skill set can be identified. India plays a critical role in being the anchor in this strategy and will provide a base for many years to come regardless of currency and labor issues that work against every market at some point.

**When India is leveraging its strength and location to become a global outsourcing hub, How InterGlobe plans to evolve itself in the new and globally competitive environment ?**

India is clearly our base and home. We take pride in our roots and have matured both as individuals and as a company to be able to offer some of the deepest and most knowledgeable experts in the industry. That said, we must continue to leverage that base and expand it into our mature markets to gain deeper experience into our emerging markets to fuel our growth. No matter how you look at it, it is an exciting time to be in the technology sector in India.

**Name and Designation of the person giving this feedback.**

Stephen R. Smith  
 Chief Marketing Officer

## InterGlobe Technologies

InterGlobe Technologies (IGT) is India's leading pure-play Travel Technology Company and *perhaps the best kept secret in the travel industry*. In 1998, when a void was discovered in travel technology development outsourcing, InterGlobe Enterprises Pvt. Ltd. consolidated its existing operations in software development and data management services and established a separate business unit InterGlobe Technologies (IGT). InterGlobe Enterprises Pvt. Ltd., IGT's parent company, (InterGlobe) - is India's foremost travel company with business interests in the areas of Aviation (IndiGo), Air Transport Management (InterGlobe Air Transport), Travel Distribution (Galileo India), Travel Technology (InterGlobe Technologies), Cruises (InterGlobe Cruises), Destination Management (InterGlobe Holidays), Hospitality (InterGlobe Hotels) and Aviation (InterGlobe General Aviation). InterGlobe has a history of successful business partnerships (some of these exceeding two decades) with 12 leading international airlines in India and 4 in the United Kingdom, 3 in the US and several European and African carriers.

IGT quickly developed unmatched skills in the TPF arena and soon became the destination for large travel companies seeking trained TPF expertise. In 2005 IGT entered into a strategic agreement with Galileo International to provide off-shore development and support for the Apollo and Galileo Global Distribution Systems. IGT's partnership with Galileo quickly vaulted IGT into the position of one of the world's leading TPF development and support organizations, leading to a follow on agreement with another leading Global Distribution provider, Worldspan. In supporting Worldspan's global distribution and travel platform IGT provides both BPO as well application support services. IGT supports systems and applications across 3 of the 5 GDS platforms and touches one in three travel transactions globally. No other technology company can match the reach of IGT's services and experience.

In just a few short years InterGlobe Technologies has become the world's leading global travel technology IT, BPO and Application Development and Maintenance (ADM) Services Company. IGT is the only technology company focused on the travel industry and providing integrated IT, BPO & KPO\* Solutions, Services and Consulting Services to the airline industry, large Travel

Agencies and Travel Technology companies. IGT's *clientele includes some of the top GDSs, airlines, online distributors along with some 53,000 hotel properties, 13,000 travel agencies and 460 airlines*. These travel entities rely on IGT for development, enhancements, testing, documentation and production support services spanning across Open Source Systems & Mainframe Technologies. Besides Application Development & Maintenance, IGT handles Loyalty Program Management, Airline Distribution System, Internet Booking Engines and Enterprise Solutions Management. IGT prides itself on its relentless focus on customer experience and the fact that we have never lost a BPO customer.

IGT's unique understanding and experience of the aviation and travel industry, together with its expertise in the area of information technology (IT) has enabled IGT to add value through the development of customized solutions for the industry. The solutions draw upon IGT's rich experience of working with airlines, other travel suppliers (Hotels, Cruises, Car Rental companies etc.), travel intermediaries (GDS, wholesalers, travel management companies) and travel portals, in an effort to provide efficient and high quality customized as well as ready to use solutions and services in a costeffective method that meets business demands. IGT's offerings reach across the entire technology spectrum of the travel and hospitality domain. This background gives IGT its extensive Travel domain experience and capability.

The company has a *matchless background of 4 decades of travel domain experience* that comes from its parent - InterGlobe Enterprises. IGT has a skilled resource base of over 1800 professionals operating out of its vast network of offices spread across Canada, USA, UK, Denmark, Holland, Australia, South Africa, Kenya, the Middle East and India. Headquartered in Gurgaon, India, IGT has three state-of-the-art delivery centres with one of them being in Chennai, South India.

IGT's operations cover virtually the entire Airline and Travel Business Processes:

- Business Process Outsourcing (BPO) Practice (Call/Contact Centre and Back Office Transaction Processing Services)



**Delivery Centre I, Gurgaon (NCR)**



**Delivery Centre II, Gurgaon (NCR)**



**Delivery Centre III, Chennai (South India)**

- Information Technology (IT) Practices (Mainframe- GDS/CRS Technologies and Open Systems Technologies)

IGT was an early adopter of global delivery strategies and established subsidiaries in Netherlands, North America, China (IGT Solutions Beijing Co Ltd.) and Singapore (IGT Solutions PTE Ltd). These locations were key to providing alternative solutions to the climbing Indian labour rates. IGT recognized the need to have facilities close to its client base, for improving customer service, eliminating the communication gaps commonly associated with outsourcing arrangements. This dedication to supporting client needs has catapulted IGT into the position of world's leading Travel IT and BPO Services Company.

IGT developed a 47 step, patented, unique Knowledge Acquisition, Propagation and Transfer Initiative (**KAPTIVE™**) process, which allows rapid ramp up, comprehensive documentation and full out-tasking capability. The KAPTIVE™ process delivers a consistent, worry-free transition every time.

**IGT has long promoted process improvements in the travel industry. For international carriers, one area of operations that needed consolidation and improvement with respect to Airline services is the Rebooking Function.** With most airlines, the rebooking activities are handled in a fragmented manner across various functional departments to cater to different ad hoc situations (cancellation, over sales, delays, etc). This often leads to inefficient services resulting in customer dissatisfaction. Airlines have started recognizing this as an area of concern and consequently, the centralized execution of all ad hoc rebooking activities across departments is becoming a critical business need.

Recognizing the industry need, IGT launched its **flight disruption services (rebooking)** and has received rave reviews from our airline clients. With IGT's leading edge technical expertise, extensive travel domain knowledge and process know-how Airlines using IGT's centralized rebooking unit (CBU) have seen retained rebooking revenues reaching 94%. The rebooking activity entails booking a passenger from a defined original flight to another flight(s) in consideration with the affect on revenue, seat availability and passenger convenience in order to bring the passenger to the final destination booked in the PNR. IGT provides a single focus on the rebooking process allowing the airlines to focus on the ongoing daily management of their business. IGT's four point quality and accuracy process for managing ticket re-bookings has proven that consistent quality can be delivered from one centralized location verses the standard disparate location processing used by most airlines.

The airline industry is seeing higher booking rates and higher capacity on every flight and the opportunity for flight disruption is at an all time high. When flight disruptions occur some airlines utilize automated flight rebooking tools that can handle simple, non-complex itineraries. More complicated travel arrangements require human intervention. The automated process also lacks the

ability to find alternative paths to the final destination. This missing component allows the automated tool to book fares that exceed the original fare and cause the airlines to lose revenue. Some airlines also use disparate groups of employees and call centers in various locations to handle the sudden rush that occurs when flight disruptions occur, and these groups have other priorities and work loads that force them to look for the fastest resolution to the rebooking request, again causing a loss in revenue.

The fastest solution is not necessarily the best solution for retaining revenue involving rebooking flights. The perfect rebooking solution handles the customer's need quickly, and retains revenue for the airline. A Centralized Rebooking Unit with one focus, one process, one procedure, and enough resources to handle the work-flow has shown to retain as much as 99% of the original revenue. The amount of money retained far out weighs the cost following a large quantity of flight cancellations or changes.

The rebooking process scope includes ad-hoc requests that are generated because of disrupted flights across an airline's network. These disruptions can be a direct result of cancellations because of weather, technical problems and unavoidable emergency situations. Other factors that generate rebooking projects, over sales, low loads, equipment changes and schedule changes. The process works quite simply. The airline provides the rebooking procedures. Affected passengers are rebooked on the first possible onward connection keeping in mind the following;

- Guidelines set by the airline
- Maximum revenue retention for the airline
- Optimum satisfaction to the passenger

The process also involves re-issuance of e-tickets for all sectors impacted by the rebooking. Passengers are notified by voice of the rebooking and conflicts are then addressed on a one on one basis at the time of contact. Automated tools are not able to handle this part of the rebooking process. By employing industry certified resources IGT offers a best in class pool of talented resources that find alternative ways to get passengers from point B to C in the most economical way. Our personnel have access to thousands of maps and can route customers through different cities if necessary to assist the customer in getting where they need to be in the fastest most economical way for the airline. This process and method has helped the airline to retain their revenue.

IGT developed a 4 point quality and accuracy assurance program to ensure the performance management of employees working on the rebooking projects. Each step of this process has an individual productivity management system based on performance parameters. Updated statistics is available at any time in real time. Reports can be generated based on client needs. Some of the measurement parameters may include Accuracy Rate Performance, Turn Around Time Performance, and Productivity per Corporate Contract and Carrier. IGT provides dashboard reports, providing an overview of the performance for particular time durations. The reports can include trends, graphical analysis

and comparisons that assist in identifying areas of discrepancies and taking appropriate actions to correct the opportunity. The dashboard reports also provide information like;

**Monthly report**

- Flights handled
- Passenger actioned
- Average passengers per hour

**Weekly report**

- Flights handled
- Passenger actioned
- Average passengers per hour

**Flight information**

- Flight No
- Flight handle date
- Staff handling (number)
- Passengers per hour

**Revenue retention**

- Flight No
- Agent Name
- Passengers actioned
- % of revenue retained

While close control is maintained on the productivity of the team and meeting the service levels, there are management reviews on a periodic basis to ensure each rebooking project is on the right track. Records are maintained for individual and team performance, and trends, analysis, and errors are also tracked.

IGT delivers added benefits with the rebooking program. Given IGT's industry expertise, it is uniquely qualified to provide any airline with an efficient, value added business process outsourcing solution that is designed to fulfill the businesses specific requirements. With some of the best innovators and implementers in the travel domain, IGT offers a tremendous value proposition in terms of passenger satisfaction, business satisfaction and cost savings. By utilizing its industry knowledge and cutting edge technology IGT delivers cutting edge processes, people and procedures that deliver the following rebooking benefits;

**Revenue retention** - Providing the airline better control over the rebooking process, allowing the airlines to decide what options are in their favor rather than booking rebooked passengers in seats on competitor airlines.

**Detail MIS reporting** provides effective management of the rebooking process. The detailed MIS reports are available on the dashboard and provide an overview of the performance of IGT. This also assists the airlines management in making strategic decisions regarding future rebooking procedures.

**Process Streamlining** - The Centralized rebooking process not only brings monetary retention to the airline, but also

reduces the adhoc scramble approach, thus streamlining the process.

**Enhanced passenger experience** - IGT ensures that a process as crucial as rebooking is handled by efficient and adequately trained professional customer service representatives. IGT understands that it is the customer experience that matters most, and that experience is enhanced when airlines handle rebooking procedures in a fast, efficient manner.

**Passenger notification** - Notifying passengers that will experience a flight disruption or notifying passengers that have been rebooked adds to the customer experience and utilizes outsourced resources more effectively and adds to the lower overall cost of the airlines operation.

**Lower costs** - BPO services still provide the best labor arbitrage in the outsourcing industry. Load sharing between rebooking and notification units keep cost lower while improving peak management. Utilizing the idle time IGT manages other processes at no cost to the airline. (Non-urgent queues, etc.)

Airlines understand all too well the impact that flight disruptions have on their reputation. Having an effective process to handle the rebooking process is crucial. Having the right BPO partner handling these rebookings is even more critical than the process. Airlines experience a loss of revenue when they utilize adhoc rebooking procedures. Adhoc rebooking procedures lack the kind of rigor and control that airlines typically operate under. The airline business is complicated, there are thousands of rules just to manage flight bookings. It is impossible for individuals to recall every possible combination of rules and procedures necessary for booking a flight.

When adhoc rebooking occurs, airlines use any available employee labor that can access the reservation system and this available labor may not understand the process and this lack of experience is bound to be the least efficient method and certainly poses a threat to the airlines revenue stream. Managing wide spread employee groups requires detailed processes and procedures and airlines manage this process well. However, given their current workloads, deviations from their normal procedures are difficult for the airlines to manage and can quickly impact the airlines business. Labor is one controllable cost that airlines, like any business, use as a first defense for driving lower operational cost. Current market conditions are forcing airlines to operate with leaner staffs than ever. Adhoc rebooking requests are even more difficult to handle with a reduced staff, handling more workload than ever before.

The flight disruption/rebooking process is the perfect process for outsourcing. The labor arbitrage is still available and the expertise and focus on the process can retain a larger share of revenue for the airlines. Airlines that utilize the adhoc rebooking process have experienced a loss of control over the revenue portion of rebooking and have a difficult time of tracking the revenue impact following a rebooking exercise. Adhoc rebooking exercises create large information gaps between passengers and

employees. This gap equates to a drop in passenger experience and damages the airline's reputation.

IGT's success in the rebooking field can be seen by some of the highlights of their flight disruption/rebooking program.

- Significant increase in engagement scope and team size
- Successfully migrated re-booking services from one GDS to another GDS without an impact to business process or quality.
- Increased revenue retention as much as 40%
- Consistently exceeding accuracy SLA
- Compliance levels maintained at 100%

Airlines need outsourcing partners that understand their business. This common knowledge share is crucial when transitioning business processes to an outsource provider. Spending time training your outsource company to understand what exactly it is that your business does is both costly and time consuming. Travel industry executives understand the value added when their outsource business partner understands their business. IGT's travel domain knowledge covers specific segments within each vertical of the travel domain. From reservations, fares, and loyalty programs, to queues, revenue accounting, and customer service within the travel & hospitality industry segment itself. IGT understands the travel business better than any other OSP. This breadth & depth of domain knowledge is leveraged during the entire life cycle of any client engagement. The end result...faster, smoother services without impacting the passenger experience. After all, it is the passenger experience that matters most.

**Rebooking Case Study**

The rebooking activity entails booking a passenger from a defined original flight to another flight(s) in consideration with the affect on revenue, seat availability and passenger convenience in order to bring the passenger to the final destination booked in the PNR.

The Airline was handling the rebooking activities pertaining to all ad hoc situations involving - cancellations, overbooking, delays, etc. in a decentralized manner across all its locations. This leads to

- A considerable decrease in the revenue as the passengers were being rebooked on competitor airlines.
- Inefficient services;
- Damage to the airline's reputation.
- Customer dissatisfaction.

The Airline was looking for a strategic partner with exceptional skill sets and a strong track record of servicing the airline industry across various functions; with domain expertise in the areas of reservations, cancellations and schedule changes/delays. The strategic partner was required to act as a single point of interface for all rebooking requests related to disrupted flights up to 3 hours prior to departure across their network.

IGT's proposed approach was to centralize the execution of all adhoc rebooking activities across various locations into a single unit, thus achieving optimal customer satisfaction and higher revenue retention for the Airline.

As part of the offered solution, IGT has not only set up but also manages the Central Rebooking Unit (CRU) for the Airline. The CRU team's key responsibility is to process all rebooking requests generating from the client's end within the stipulated SLAs.

**Scope of the Process:**

The scope of the process includes

- Processing all rebooking requests received from the Airline.
- E-Ticket Re-issuance for all affected passengers
- The process is handled in a phased approach right from receiving a rebooking request, up to the final completion stage of quality check.
- The airline is provided with a centralized 24x7x365 support.

IGT presently handles the following work activity for the airline

- Prioritized Distribution & Tracking
- PNR Processing

In addition to the above, IGT also recruits and trains and has set up dedicated communication links for the Airline.

**Benefits**

The Central Rebooking Unit which is in line with the carrier's vision of business growth showcases the following benefits to the airline

- All Flight Disruption Support Services Centralized
- Single point of Accountability for the Revenue Management Team of the client Airline.
- Closer monitoring leading to effective management of the process which assists in making strategic decisions for future.
- 100% compliance to process guidelines resulting into an increase in revenue retention from 70% to 98%.
- Enhanced compliance and accuracy
- Enhanced customer service

Since 1997 IGT has delivered world class results to a demanding and ever changing travel market. Using industry best practices and patented processes and tools, IGT has brought value in the terms of both savings and increased revenues to its customers. IGT continues to build on its long history of travel industry experience by supporting customers throughout the travel spectrum. From the small travel agencies to the world's largest Airlines and GDSs, IGT continues to bring the IGT edge to its customers everyday... **IGT its just right!**