

Offering customised solutions for the travel industry

INTERGLOBE TECHNOLOGIES (IGT) has been providing customised solutions to the travel industry. The process quality is integral part of its solutions and IT practices of IGT have been assessed at CMMI Level 5.

TT BUREAU

InterGlobe Technologies (IGT), part of India's largest travel conglomerate, InterGlobe Enterprises, is a pure-play travel technology organisation. It provides services and technology solutions to the entire spectrum of the travel domain globally. The organisation is a quality, process and metrics driven one with its IT practices assessed at CMMI Level 5. A heartening fact is that when IGT was CMMI Level 5 certified, there were only a handful of companies across the globe to have the same certification. IGT provides a vast ambit of IT solutions like Internet Booking Engines, TMC accounting package, Cargo Management System, Enterprise Manager, Airline Distribution System and Departure Control Systems to mention a few.



Mohit Magon,
head - quality,
InterGlobe Technologies

Speaking to **TRAVTALK**, Mohit Magon, head - quality, IGT said, "Our USP is that we are travel domain experts. We understand the needs and requirements of the travel industry and hence offer customised solutions to our clients. The travel industry is booming and has immense potential. Therefore, our solutions can benefit different industry segments like airlines, cruises, hotels, cars, GDS/CRS, travel technology provider, travel agencies, travel consolidators and online travel agencies. Providing quality technology has come up in a big way. In order to make our solutions effective, we follow certain methodology and give impetus to process quality. In order to attain our goal to provide quality to the customers, we invest a lot of time, manpower resources and finances which eventually led to our success in achieving the CMMI level 5 accreditation."

Various task forces like CAR (Causal Analysis and Resolution), TCM (Technology Change Management) were formed with the sole aim of achieving - 'process improvement'. SEPG (Software Engineering Process Group), a group that comprises the leaders of InterGlobe

Technologies, worked effectively to improve the process performance. Elucidating on this, Magon said, "The propagation of process effectiveness is so vibrant across the organisation that new initiatives / improvement proposals are frequent and predominant at IGT. Team members, project leaders / project managers leverage the advantages of the laid

Laurels

- CMMI Level 5 certified
- Winner at 2006 Deloitte Technology Fast 50 India Program
- Winners at 2006 Deloitte Technology Fast 500 Asia Pacific Program

down Quality Management System making it an imperative ingredient of their routine work." This dedication towards quality certifications and process implementations made IGT emerge as one of the winners at the 2006 Deloitte Technology Fast 50 India Program and the 2006 Deloitte Technology Fast 500 Asia Pacific Program.

The company is moving ahead with other horizons in the 'process gamete'. Magon mentions that the vital forthcoming gateway to target next is 'people process'. IGT has already set targets for them to achieve PCMM. Moreover, Magon has set the ball rolling for ISMS 27001 certifications. IGT's infrastructure comprises three dedicated, state-of-the-art facilities, of which two are located in Gurgaon and one in Chennai. With immense pride Magon concluded, "At IGT quality is a journey...not a destination" 🌟



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