

Client was established in USA in 1960 as a technology solutions provider to the global travel and tourism industry

Ranked as the World's most admired Company for successive years, the client is a leader in business outsourcing services, analytics and compliance expertise; With around 600,000 clients world-wide, client's basic idea behind the expertise it holds is simplicity & automation. It chose Pierian to be its preferred in-country partner for its whole of Middle East Region.



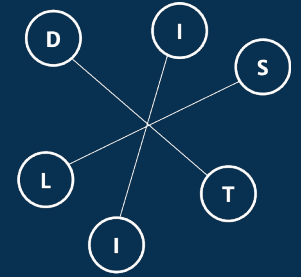
Key Challenges



Lack of Operational Insights

The platform the client provided to its clients for use was dated and lacked modern day BI capabilities; this resulted in reliance placed on manual processes to pull data and its collation for decision making. Complex and high-volume of data made decision making rather cumbersome and sometimes ineffective.

The Pierian Edge



Pierian's domain expertise in process reengineering has helped client to harness below benefits:

- Pierian partnered with the client and developed a Business Analytics (BA) platform that pulled data from disparate systems
- The BA tool using data in real-time achieved twin objectives – one providing management crisp dashboards at an enterprise level view as well as to the user at the transactional level giving them the independence to pull data and create dashboards on-the-fly.
- The impact of the solution spread a broad spectrum of the business viz.;
- All transactional information across functions
- Near Real Time view of the operations
- Ready to read Sales data
- Performance monitoring (Regional to Individual)
- Improved customer loyalty

Started with 2 resources in 2006, today our dedicated team of 30, form the back bone of the clients delivery

Key Outcomes	Areas of Impact
<p>Functional performance analysis</p> <p>Pierian’s solution team had provided an integrated portal wherein Travel agencies could understand their performance at an overall level as well as Agent-wise, sector-wise and region-wise performance.</p>	<p>Agent Performance, Sectoral & regional Performance, Overall agency performance.</p>
<p>Improved Quality & Timelines</p> <p>A consistent and comprehensive reporting and analysis solution helped the client start trusting the data and focus on actions. Focus shifted from preparing adhoc reports and reconciliation of reports to just consume reports and analysis from integrated portal</p>	<p>Management Information Reporting, Contract Management.</p>

Overall Business Impact

For the first time agencies were able to understand their performance on a real time basis and also a forecast into likely performance in the near future. This helped agencies focus on areas of better performance and profitability and also served as a tool for engaging with GDS.

About us

Since its inception in 2002, Pierian has moved from strength to strength, building newer capabilities powered by its unique DISTIL Approach. Today, Pierian stands tall as the knowledge-centric consulting and solutioning partner.

Over the years, our dynamic team has worked with some of the Fortune 500 Companies and innovative start-ups in the wide areas of its expertise, spanning diverse industry verticals. We support our clients in working smarter and achieving accelerated growth through process transformation, digital technology enablement, and analytics-driven business insights.

Information about how Pierian collects and uses personal data can be provided by our executives. For more information about our organization, please visit our website.

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