TCS
Customer Experience Services in Travel, Transport, and Hospitality

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Travel, Transport, and Hospitality profile on TCS is a comprehensive assessment of TCS' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS RFPs

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

TCS began supporting customer experience services in travel, transport, and hospitality in the late 1990s. It provides customer care, sales, booking, ticketing, loyalty management, disruption management, analytics, consulting, and automation services. It provides IT outsourcing and application management, HRO, and F&A services such as revenue recovery services. It also delivers digital services including marketing services, as well as aviation maintenance, repair, and overhaul (MRO).

TCS has ~60 sector clients including full services and low-cost airlines, hotel and resort chains, aircraft manufacturers, and travel services providers supported by ~9k employees.

Through its Innovation Labs, TCS develops mobile applications, unified agent desktops with contextual awareness, and tablet based applications.

TCS' digital transformation reimagination framework adopts the capabilities of mobility and pervasive computing, big data and analytics, social media, cloud, and AI and robotics.

TCS has a dedicated travel and hospitality domain academy with nano learning modules and gamification features, to train employees in digital and industry-specific skills.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' customer experience services in travel, transportation, and hospitality offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments

- Analysis of the company's strengths, weaknesses, and outlook

- Revenue estimates

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's offerings and key service components

- Analysis of the company's delivery organization including the location of delivery sites.

Contents

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Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Alorica, Arvato, EXL, Intelenet, InterGlobe, Mindpearl, Acticall Sitel, Sutherland, Tech Mahindra, Teleperformance, TeleTech, Transcom, Wipro, WNS.