

Hospitality Management Services

A comprehensive suite of solutions for hospitality businesses



Rapidly increasing customer expectations are compelling the hospitality industry to renounce traditional ways of operating and adopt new technologies, while maximizing revenues and reducing costs.

Wipro's Hospitality solution is an all-in-one hospitality services management suite for inventory distribution, revenue management, data analytics and social engagement. It helps hospitality business owners and managers make the best use of knowledge, experience and technology - saving on time and resources, while maximizing revenues and maintaining a high quality of customer experience.

Sell the right room, to the right customer, for the right price, via the right distribution channel, with the best cost efficiency

Key takeaways



Machine learning and AI based automation models that enable dynamic optimized pricing and statistical forecasting



Global delivery experience with an established and strong domain expertise



Intuitive data analytics provide actionable insights, performance data and competition insights

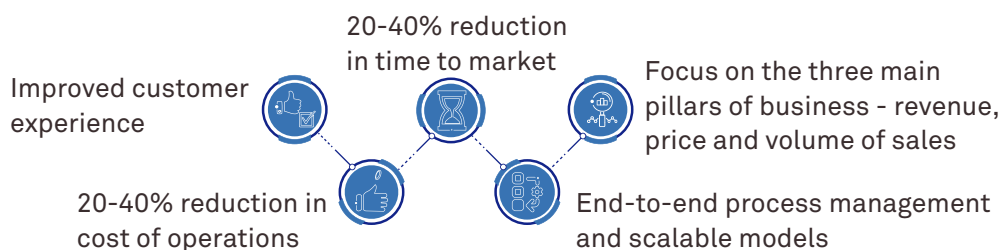


Enhanced end to end customer service capabilities to manage pre and post sales customer support to guarantee high quality of customer experience



Best in class loyalty program management offerings to attract and retain customers

Key benefits



Features

Our services:

Customer Experience Services – Loyalty Management - Inventory Distribution – Revenue Management – Data Analytics – Online Reputation Management

• Customer Experience Services

- o Reservations, bookings, cancellations, front office system, guest relations
- o Payments/ documentation & digitization
- o Incomplete transactions
- o Support via call, email, chat, online navigation and support
- o Up-sell & cross-sell
- o Post-sales support
- o Grievance/complaints management

• Loyalty Management

- o New member enrolments
- o Loyalty member servicing
- o Room redemptions, merchandise redemption, point redemption at hotels (dine, drink, spa)

- o Partner certificates
- o Points conversion
- o On demand promotions

• Inventory Distribution:

- o Dynamic price and inventory distribution
- o Content management

• Revenue Management:

- o Demand trend prediction algorithm and price pattern analysis
- o Centralized revenue management dashboard

• Data Analytics:

- o Demand, supply and pricing impact analysis
- o Competition analysis

• Online Reputation Management:

- o Fine tune social and online business strategy
- o Proactive alerts
- o Response and engagement with customers social media



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services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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