



Business-friendly Solutions

# CLOUD TRANSFORMATION TO IMPROVE PERFORMANCE EFFICIENCY AND MAINTAINENCE COST

The client is a leading Canadian international luxury hospitality chain, having properties across 120 countries





## Business Challenge

The client has multiple properties across the globe and wanted to provide the best-in-class guest experience. Its helpdesk based out of Canada didn't meet the required turnaround time for ticket resolution for guests from other time zones which led to customer dissatisfaction. The client required a global partner with the technical and domain expertise to minimize the turnaround time for ticket resolution.



## Solution Offered

ITC Infotech with a deep domain understanding of the Hospitality industry, offered a 24x7 support service across different time zones to ensure faster ticket resolution.

Developed a customized ticketing system using the ServiceNow tool to enable seamless ticket tracking mechanism

Deployed a dedicated team with experience in the hospitality industry to work across the time zones to improve the guest experience



## Business Benefits

ITC Infotech provided a customized workflow solution to address the business challenge with a focus on ticket resolution.

Solution led to ease of operations by tracking tickets and resolving queries more efficiently

The centralized system allowed the client to track the customer needs and prioritize the services

Improvement of performance efficiency

Substantial Cost Saving

Greater customer experience

## About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a

