



CHALLENGES FOR TODAY'S TRAVEL MANAGEMENT COMPANIES



Travel services are becoming commoditized, sustaining themselves by continuously providing value to consumers and shareholders. Travel Management Companies (TMCs) have to do the most they can with increasingly constrained budgets.

EXL's solution

EXL's Rev X service is a revenue assurance framework that uses a blend of domain expertise, digital intelligence and RPA interventions. This program management practice identifies and highlights revenue leakage opportunities using digital platforms and audit practice. This helps TMCs plug and recover revenue leakages within the organization.

Benefits of Rev X

Through our digital interventions, Rev X offers the following competitive advantages:

- Automated contract interpretations
- Automated audit reports
- Digital golden process maps that highlight opportunity areas
- Interactive dashboards for revenue gauge

Competitive pricing is an integral part of TMCs' offerings, but staying competitive by continually lowering prices, combined with revenue leakage, leads to reduced revenue margins. TMCs commonly lose revenue in areas including:

- Client contract interpretation and record keeping
- Fee profiling on GDS and online platforms
- Contractual commissions and yields accounting
- Duplicate and inactive bookings
- Compliance with fare rules
- Regulatory restrictions
- Payables and receivables
- Write-offs on account of debit memos and refunds



Digital intelligence with EXL's Rev X

The Rev X framework can be easily implemented with minor customizations and transparent monitoring mechanism. EXL's team of domain experts assess the unique requirements of each business and deliver the solution over a short period of time.

DOMAIN EXPERTISE X DIGITAL INTELLIGENCE

OUTCOMES

- Diagnostic assessment of revenue leakage opportunities
- Reduction of manual, intensive processes
- Decrease repetitive, non-value added activities

INTERVENTIONS

- Domain expertise
- Robotics Process Automations (RPA) and embedded analytics
- Program and change management

RESULTS

- Assured savings basis diagnostics reports
- Scale up revenue recovery without adding significant cost
- Improved and efficient processes and operating models
- Eliminate revenue leakage instances