

Unmasking New Engagement Approaches in IT for Travel Businesses

Flexibility and elasticity: no longer abstract concepts — they have become vital operational components for the Travel industry in 2021. As the new post-Covid restrictions continue to fluctuate, the requirement for both ingredients has surfaced throughout the organization in budgeting, operations, and staffing.

An ever-changing user experience means that Travel companies need to prioritize technological improvements and reorganization. According to a McKinsey's [global survey](#), around two-thirds of senior-level executives said they were prioritizing investments in Automation and AI. Over the next few years, this trend will continue to gain dominance. Here are five areas where your business should consider investing to reaccelerate:

ML & Automation

This includes Booking & Reservations Systems, GDS, Revenue Management, and hospitality systems such as PMS and HMS.

Digital Transformation

Legacy modernization, cloud adoption from strategy to implementation, and migration.

Data Protection and Cyber Security to protect users' data.

Team scale

This ensures that there is a ready-to-go team of domain-specific professionals who can kick off a project or provide support when necessary.

Criteria for Choosing an IT Vendor to help

Keep potential vendors in the loop and consider if their capabilities match these **5 essential criteria**:

- 1** Flexible operations among various outsourcing areas: distributed teams, diverse contracting models like fixed price or time and material, and process best practices.
- 2** Relevant technical expertise with in-demand post-Covid technologies: consider the number of projects, if they have industry partnerships, their centers of expertise, and their senior-level managers.
- 3** Agile staffing and team tailoring: check the company's recruiting capabilities and its ability to involve talent effectively. It's also helpful to see if there is a solid talent pool that can assure effective team ramp.
- 4** Tested and proven domain knowledge with centers of expertise inside the vendor's company.
- 5** Commitment to quality and performance: analyze the number of returning customers and the types of projects the vendor works on.

How DataArt can help you meet your business needs

With domain-specific experience in Travel and Hospitality, DataArt has technology Competence Centers with expert-level professionals. This lets us implement proven solutions and individualized approaches to domain-related challenges. Here's why DataArt can address issues quickly and efficiently:

Knowledge accumulation keeps specialists familiar with relevant technologies and facilitates onboarding.

"Onboarding takes 4-6 weeks with DataArt compared to 10 weeks with another vendor."

We provide custom-built solutions for a comprehensive experience. We have implemented more than 400 projects to date.

DataArt has experience with 300+ APIs, Post Ticketing Automation, and Hotel Reservation Systems, as well as performing integrations with global travel distributions systems and dedicated industry accelerators.

Elastic IT engagement model

Elastic IT lets you rapidly reduce or expand your services and technology. With a fast scale-up powered by a collocated teams' model, DataArt's peak ramp up capability is +100FTE / month.

Domain expertise

"22% of DataArt employees have experience in the Travel and Hospitality domain, with 60% of staff at a senior level or above."

DataArt has industry partnerships with Sabre, Amadeus, Travelport, OpenTravel, HFTP, and HEDNA.

We can optimize development costs through direct and indirect cost reduction

DataArt establishes system scalability and ensures your system is responsive to changing market needs. We also develop internal processes that minimize growth costs.

Manage and share risks

Our 95% repeat customer rate shows our commitment to client satisfaction.

Standardize business processes

We can tailor operations for each client's need.

We are trusted by global companies

 Skyscanner

 Gett.

 TRAVELPORT

 GroundScope

 APPLE LEISURE GROUP

 BestDay

About DataArt

24

years in business

4000+

projects every year

300+

industry-specific
interfaces delivered

New York, USA
+1 (212) 378-4108
New-York@dataart.com

London, UK
+44 (0) 2070999464
UK-Sales@dataart.com

Zug, Switzerland
+41 (0) 415880158
CH-Sales@dataart.com

Munich, Germany
+49 (89) 745 390 23
DE-Sales@dataart.com