



DISYS SPOTLIGHT

Evolving the Customer Experience Through Automation And Mobile App Development



Only about 8% of airline customers profess loyalty to a specific airline and only 15% are loyal to a hotel brand. Low-cost beats travel perks more than 80% of the time. Industry experts are hoping an excellent end-to-end customer experience, allowing a one-stop shop for all information, will help those numbers drive brand loyalty and new engagement via customer referrals.



DISYS Knows

- **Travel Sites Are a Dime a Dozen:** Whether it is price matching or showing all options on one website, algorithms and automation make it easy for entrepreneurs to start new travel offerings so competition abounds
- **Live Travel Agents Regaining Ground:** Now that airline tickets and hotel bookings are automated through online tools, today's travel professional has revived their field by personalized customer service, knowledge and deep connections
- **Loyalty Programs Continue to Add Restrictions:** While initially popular, travel loyalty programs are now weighed down with restrictions and small print -- causing customer frustration and decreasing usage
- **All-In-One Info Expected, Not a Perk:** Whether it be updated flight information, questions about booked travel, special excursion information or accommodations, consumers do not want their trip information to be segmented. They expect everything in one place



Real World Challenges

- **Evolving with the Way Travelers Consume Information:** Industry has evolved rapidly and IT struggles to keep up with the needs of demanding consumers and at times, volume
- **How Much Automation Is Too Much?** Travelers can automate nearly every single step of their travel experience, but with that comes a bland customer experience. Travel IT needs to find the delicate balance between machine and live interaction
- **Real-Time Information Sharing:** One of the top consumer complaints within travel is how vital travel information, including cancellations, travel delays, is not received in a timely manner



How DISYS Meets These Challenges

- **Application Development and Support**
 - Spot-On Development & Deployment of Custom Applications, Including Mobile
 - Repeatable Automation to Streamline Processes, Reduce Human Error and Increase Savings
 - Deployment & Support of Major Enterprise Applications, Maximizing Former IT Investments
 - Unbiased Evaluation of COTS Solutions Through Our Proprietary COTS Application Evaluation Card
 - Use of Proven Project Accelerators & Frameworks, Giving Projects a Jump Start to Success and Efficient Delivery, Deployment
- **Process Automation Through the DISYS Automation Center of Excellence (ACE)**
 - Eliminating dual data entry tasks by identifying redundancies in current processes
 - Reducing errors by up to 95% by automated rule-based, multi-platform processing & decision-making
 - Increasing process output by connecting disparate systems at the user interface level
 - Global delivery centers worldwide for 24/7 delivery and support anytime, anywhere
- **Business Intelligence**
 - Expertise in multiple BI platforms like SharePoint, Open Text, FileNet to help Pinpoint Perfect Solution
 - Providing vital insight into business data through real-time data reporting
 - Improved operational efficiency via trend analysis
 - Enhanced system performance with access to historical data
 - Utilizing knowledge of more than 300 BI consultants to develop custom solutions perfect for your business



Why DISYS

DISYS drives innovation within the travel industry by putting into practice solutions to solve major industry disruptors. DISYS' cost-effective solutions streamline efficiencies and help enable our client's future growth and help maximize market impact.