



# Intelenet Customer Experience Services in Travel, Transport, and Hospitality

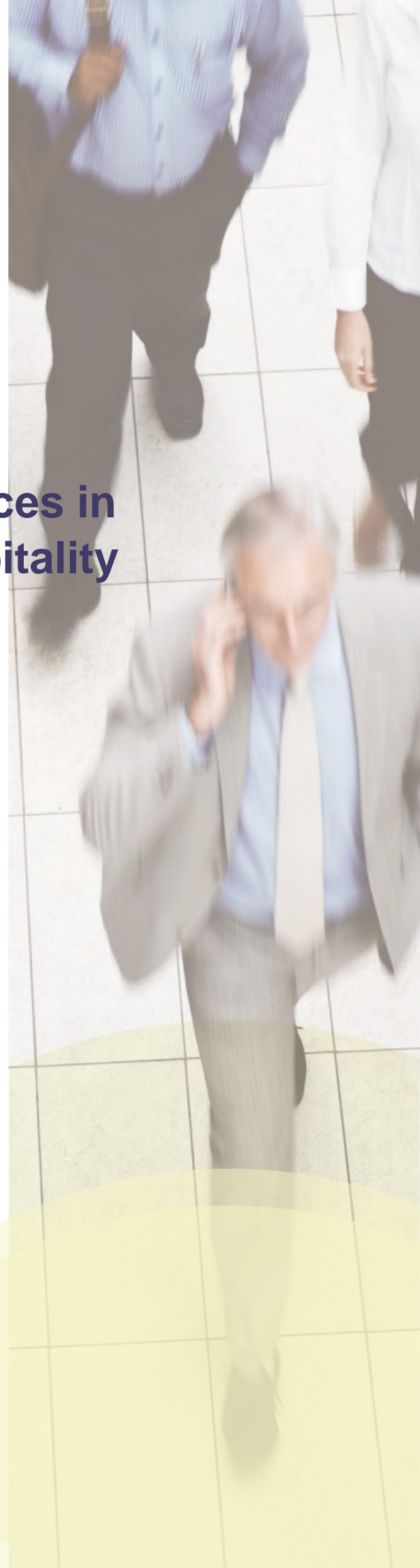
Vendor Assessment  
Report Abstract

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9 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Travel, Transport, and Hospitality profile on Intelenet is a comprehensive assessment of Intelenet's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

Intelenet has ~55k employees across 70 delivery centers in eight countries, supporting ~50 languages. For the travel, transportation, and hospitality sectors it provides customer experience services, F&A services, procurement, fulfillment, analytics, payroll management, and marketing services.

Its customer experiences services for the sector include customer care, sales and reservations, loyalty management, claims management, back-office services (including B2B support for agencies); and analytics services such as customer profiling and segmentation, reporting and BI, and speech analytics. It also offers bereavement and emergency support services. It has ~20 clients including airlines, hotel chains, train line services, train operators, OTA, logistics companies, and air freight and cargo shippers.

Intelenet has developed a proprietary stack of travel and airline-specific platforms and tools for claims management, fare automation, loss prevention, disruption management, mobility, and workflow automation.

## Scope of the Report

The report provides a comprehensive and objective analysis of Intelenet's customer experience services in travel, transportation, and hospitality offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery sites.



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## Report Length

9 pages

## Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Alorica, Arvato, EXL, InterGlobe, Mindpearl, Acticall Site1, Sutherland, TCS, Tech Mahindra, Teleperformance, TTEC, Transcom, Wipro, WNS.