



Buyer Requirements & Initiatives

Operational Transformation & BPS Requirements – Travel & Transport

Report Abstract

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23 pages

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Who is This Market Analysis For?

NelsonHall’s “Operational Transformation Pressures & Initiatives – Travel & Transport” report assists organizations in understanding the operational transformation requirements and initiatives of the travel & transport sector.

This report is an analysis of the results from a survey of 60 travel & transport enterprises carried out by NelsonHall.

The report is designed for:

- CXOs within the travel and transport sector looking to understand developments within the sector and the operational transformation and BPS initiatives planned by their peers
- Vendor marketing, sales, and business managers wishing to understand the initiatives needed by the travel & transport sector
- Financial analysts and investors specializing in the services sector who are looking to understand the operational transformation pressures and initiatives within the travel & transport sector.

Key Findings & Highlights

NelsonHall’s analysis of Operational Transformation & BPS Requirements for Travel & Transport enterprises consists of 23 pages. The report identifies that:

- Less than half of current operating models and processes in the travel & transport sector are highly adequate to support the organization’s strategy in business-critical areas such as refund management and capacity management
- Operational transformation is highly important to 95% of travel & transport companies
- The key benefit sought from operational transformation is increased revenues, followed by reduced cost of doing business and reduced service fulfillment times.

This report is one of a series of detailed individual sector reports on operational transformation published by NelsonHall.



Scope of the Report

The report analyzes the operational transformation requirements and initiatives of the travel & transport sector and covers:

- Assessments of the adequacy of current operating models and processes to support the organization’s business strategy
- The level of need for operational transformation overall and by process
- The benefits sought by travel & transport companies from operational transformation
- The operational transformation initiatives planned by travel & transport companies
- The extent to which travel & transport companies will adopt standalone transformation vs. outsourcing as a transformation enabler
- The key technology-related transformation initiatives planned.

The sectors covered in this series include:

- Banking
- Life & health insurance
- P&C insurance
- Healthcare Provider
- Energy
- Utilities
- High-tech
- Automotive
- CPG
- Pharmaceuticals
- Retail
- Logistics
- Travel & transport
- Telecoms
- Media.

The regions covered include:

- U.S.
- U.K.
- Continental Europe.

About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS. John can be contacted at:

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the relationship managers shown opposite.

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