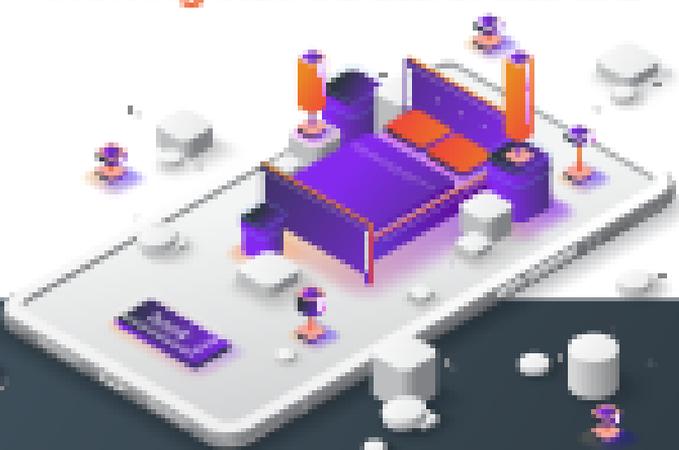




Cybage helped a leading hotel reservation platform expand their business by helping them **onboard 12,000 new properties** making them the best of their kind



About the Client

It is the world's leading hotel price comparison site, where users can compare the best prices from all the top travel sites with one simple search.

The site operates in over 40 languages, handles 120 different currencies and supports more than 2 million beds from hundreds of travel sites and hotel chains.

It has a robust platform for travellers to post queries or complaints, which gets them responded back.

Business Needs



Streamline the onboarding process of travellers to reduce discrepancies.



Proactive application support to the travellers to minimise rejections during the onboarding process.



Seamless integration of new channel managers to reduce onboarding error.



Monitor 3rd party integrations to reduce discrepancies.



Monitor hotel/website parity across various channels to keep the changes in price in check.



Streamline the process of invoice payments for seamless transaction between clients.



Business Solutions

Provided 24x7 email support to hotels, channel managers and the marketing team to



Assisting travellers with their queries related to accounts, bookings, invoices etc.



Monitoring channel manager integrations across and performing the required troubleshooting steps to fix the issues.



Coordinating with channel managers and travellers to map their hotels on the platform with channel manager's account.



Following "Rate Parity Check" and highlighting the parity issues to the travellers so that their rates are in parity with other OTAs.



Assisting tech teams during the integration process of new channel managers.



Providing account reconciliation services to the property relations team.



Assisting accounts receivable team in reconciling the invoice payments.



Technology Stack



Business Impact

- Onboarded around 12K properties on the hotel booking platform
- Successful integration with more than 80 channel managers
- Minimal TAT "Average Time to First Response" were at 99%
- Minimal customer satisfaction score above 95%
- Around 98% of the properties are rate parity compliant after executing the Rate Parity Check

Cybage Travel and Hospitality

- Booking
- Tour Distribution
- Tour Retailers
- Tour Consultants
- MCI
- Specialty Booking

Onboarding new clients seamlessly with effective support services

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