

BLACK BOOK OF OUTSOURCING 2009

TRAVEL INDUSTRY SURVEY

The 2009 Black Book Travel Industry survey investigates over 240 contracts held by 1320 of the top airlines, travel agencies, airports, hotel chains, cargo companies and other travel corporations globally. 18 Key Performance Indicators (KPIs) or criteria were employed, scored on each respective vendor by client type and ranked on a 0-10 scale per KPI.



KEY FINDINGS

- Innovation, Customization and Reliability are the most important attributes influencing Travel ITO and BPO client satisfaction with their 2009 outsourcing providers.
- Vendor dissatisfaction is uncommon in the Travel Industry IT outsourcing & Business Process Outsourcing industry among top ranked suppliers. Among Travel Industry IT Outsourcing, strong approval for the top 4 vendors was reported among 92.7% of the current client base.
- US and Asian clients are among the most satisfied with travel industry outsourcing services delivery.
- Comprehensive services vendor arrangements from a comprehensive/end-to-end travel industry ITO & BPO vendor produces the highest satisfaction rates. Single-vendors offering bundled, comprehensive research services to corporate clients ranked highest in the overall survey.

NIIT Technologies excelled in both sections, as well as together as a bundled travel industry ITO/BPO supplier.

BLACK BOOK METHODOLOGY

The Black Book utilizes a three-step process to collect candid performance data.

- The Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by outsourced service lines. The gathered data is subjected immediately to an internal and external audit to verify completeness and accuracy, and to make sure the respondent is valid while ensuring the anonymity of the client company is maintained. The 18 criteria on operational excellence are subdivided by the clients' industry, market size, geography and function outsourced.
- The Black Book collects ballot results on 20 performance areas of consultation excellence to rank Advisors by outsourced practice outcomes and subjected to the same audit and validation processes.
- Finally, situational studies are conducted on areas of high interest such as Green Outsourcers, Educational Providers in Outsourcing, Outsourcing Benchmarkers and Boutique Advisors. These specific survey areas range from four to twenty questions or criteria each.

For more information visit at www.TheBlackBookOfOutsourcing.com

BLACK BOOK OF OUTSOURCING - TRAVEL INDUSTRY VENDOR RANKING

2009

INFORMATION TECHNOLOGY OUTSOURCING 2009 SURVEY

1. NIIT Technologies
2. TCS
3. Interglobe IGT
4. Lionbridge
5. Oracle
6. HCL
7. Xicom
8. Savvis
9. TravelDT
10. Ciber

BUSINESS PROCESS OUTSOURCING 2009 SURVEY

1. NIIT Technologies
2. Interglobe Technologies
3. WNS
4. TCS BPO
5. Banctec
6. Aditya Birla
7. HCL BPO
8. EXL Services
9. Vertex Group
10. Wipro

2008

INFORMATION TECHNOLOGY OUTSOURCING 2008 SURVEY

1. NIIT Technologies
2. Oracle
3. ACS
4. Accenture
5. Perot Systems
6. Wipro
7. Ciber
8. Fujitsu
9. Neoris
10. Unisys

BUSINESS PROCESS OUTSOURCING 2008 SURVEY

1. NIIT Technologies
2. WNS Global
3. Wipro
4. Interglobe Technologies
5. TCS
6. Accenture
7. Satyam BPO
8. Genpact
9. CSC
10. TRX

