

SnapsHOT™: Hospitality Content Management

Delivering the world's leading outsourcing, business process improvement and cost reduction solutions to the travel domain.



Utilizing our services you will increase efficiencies, improve customer service and maximize your profitability.

Effectively managing hotel content across multiple distribution channels is mission critical for hospitality data management. Accurate and timely information must be continuously made available for the customer, consistently and across all channels, in order to maximize the ability to close the sell.

At TDT, we understand the critical nature of this process and we successfully manage this process for some of the world's leading hospitality organizations. In fact, we maintain content for more than 10,000 hotels worldwide and have performed some of the largest system-to-system hotel data migrations on record.

Below are some of the services we provide hospitality companies:

Database Services

- Content Management of property and chain content across all GDS, ADS, CRS and proprietary systems.
- Managing content integrity, rate parity and performing test bookings across all GDS, ADS, CRS and proprietary systems.
- Migration of system-to-system data .
- Back-office administration of a loyalty program.
- Email Based Services includes Reservations, Customer Help Desk, Online Customer Support Chat Based Services: Reservations, Customer Help Desk, Online Customer Support.

Voice Based Services

- 24X7 Inbound/Outbound Contact Center including Reservations Group Bookings, Customer Help Desk
- Telemarketing inbound and outbound of Promotional Offers
- Online Help Desk supporting Website Based Queries, Reservations, Incomplete Bookings

TDT is the ClearChoice™

- ◇ Deep travel domain expertise with significant industry successes
- ◇ A high performance, process driven, industry centric, solutions delivery organization.
- ◇ Proven capability of precisely aligning customer objectives, industry and functional expertise with solutions and delivery capabilities
- ◇ Approach designed to maximize speed, quality and results, while minimizing cost
- ◇ Multi-theatre delivery strategy with onsite, nearshore, onshore and offshore capabilities
- ◇ Flexible engagement approach tailored to suit the customer's preferred working model
- ◇ End-to-end commitment to the customer ensuring all strategic objectives are met
- ◇ A sample of our customers: *TravelCLICK, Travel Impressions, Princess Cruises, United Airlines, FareLogix, Wandrian, Galileo, Worldspan, SwiftTrip, Travel Authority, EDS, IBM,*

Let's Get Started! Contact us today for more information.

Our business is travel.

To learn more, please visit us at www.tdtcorp.com or contact +1 (847) TDT-7790 - info@tdtcorp.com

