

## Client Profile

Founded in 1969, is one of the first to introduce the concept of “all-inclusive vacations” to the U.S. market.

# Major Travel Company

## SAP ERP 6.0 Upgrade, SOA & GRC

### Business Requirement

- ➔ Reuse system components and processes to support as many business processes as possible – minimizing development and maintenance costs
- ➔ Enable tools-driven modeling and development to lower development costs, reduce time to market and provide more control to end-users of the system
- ➔ Provide intuitive, web-based and mobile user interfaces with embedded analytics via single-sign-on portal

### Intelligroup Solution

- ➔ SAP integration
- ➔ External integration
- ➔ Business Process Management
- ➔ End-to-end message monitoring for request and response
- ➔ Increased throughput

### Business Benefits

- ➔ **\$2.7M ROI in 12 months**
- ➔ Simplified booking process and streamlined operations
- ➔ Direct access of information for the customer
- ➔ Reduced dependency on call center and routine product billing information
- ➔ Enhanced document and information flow, better call information handling
- ➔ Strengthened relationship and communications with the customers and business partners