

White **PAPER**



TEST
TRIANGLE

Trusted Partner in IT Consulting

RPA in travel and logisitcs - a viewpoint



The travel and logistics industry is consistently growing; however, it has put forth some unique set of challenges for the companies operating in this industry. Several challenges such as demand of high-quality customer services, lowest possible cost, intense competition, and demand of personalized travel is compelling these companies to reevaluate their business model and offerings. In this scenario, RPA technology becomes significant means to eliminate unnecessary cost and gain a competitive advantage. The repetitive tasks in the travel & logistics industry such as updating customer details on web portal, current status, delivery schedule and tracking an order can be easily conducted by RPA-enabled bots.

Introduction

RPA entails features which can address these next-generation demands by eliminating manual repetitive tasks, at the lowest possible cost. The RPA enabled bots can collect structured and unstructured data across several segments such as airlines, restaurants, and transportation providers, schedule appointments, and conduct customer on-boarding with unmatched speed and efficiency. With RPA, the employees have time to accomplish more-value adding tasks.



Business Case for Application of RPA in Travel & Logistics Industry

RPA in Logistics

- **Shipment Scheduling and Tracking**

With RPA bots, manual tasks in shipment scheduling and tracking such as initial pickup request, reporting shipment status, job logs and generation of pick-up times can be automated.

- **Order Tracking & Invoice Generation**

The software bots can give real-time updates and tracking information to the clients. Further, this data can be linked with the order record in warehouse for fast tracking and automatic tracking and real-time updates to the customers. With RPA, the shipping data can be automatically extracted, and invoices can be generated according to the rate card.

- **Insight to Logistics Planning**

With RPA, information pipeline can be created which can be used to forecast future trends, analyze the impact of supply & demand conditions, and identify new opportunities for the company.

RPA in Travel

- **Personalized Travel agent**

Today, personalization is the key to for high-quality customer experience. Most of the travel companies are using service personalization to deliver high quality customer experience. Personalized travel agent can offer customized vacation experience, finding appropriate hotel, and passport & visa information. However, travel agents are often baffled by the large number of travelers and manual business processes. In this scenario, automation can optimize the entire travel value chain by improving the customer service. RPA can be used to process orders, payments, and offering customers personalized offers at the best prices.

Back-office Transformation

RPA-enabled bots can perform the repetitive back-office tasks and increase efficiency in billing, claims resolution, and service level agreements. Other back office services which can be automated through RPA are ticketing, schedule changes, cancellation, refunds, and analytics.

- **Front-office Digitization**

RPA bots can help the front-office employees in understanding the client preference through his previous transaction history and analytics gathered from social media, mobile devices and other information pipeline. They can also automate the process of data reconciliation, form-filing, order processing, scanning documents, and verification; thus enabling lower time resolution for end customers.



Conclusion

The RPA landscape is rapidly maturing; however, the most critical factor in RPA success is assessing the suitability of the process for RPA implementation. The effects of RPA can be far-reaching; however, principal opportunity lies in identifying or reimagining the business process.



About TEST TRIANGLE

Originally founded in 2012, Test Triangle has become a leader in IT consultancy services providing services in application testing, DevOps, RPA, Custom software development, mobile app development, Atlassian consultancy, niche IT staff augmentation and training in advanced technologies. Test Triangle is headquartered in Ireland; but it also has branch offices in London, United Kingdom, and Hyderabad, India. We have exponentially grown to become a team of 200+ members providing services in different verticals such as Banking & Finance, Utilities, Pharma, Retail, IT & Education etc.

Test Triangle's R&D department has created a propriety platform, Test Outsourcing Dashboard [TOD] which can be used to manage software testing lifecycle using collaboration tools like email, live chat, video conferencing.

For inquiry please contact: inquiry@testtriangle.com

We have also launched a self- service testing platform (the premium version will be released as SaaS solution), which can provide a project overview and real-time updates of the software development lifecycle.

Over the years, we have established the reputation of being a 'trusted partner in IT consulting'. Test triangle is an agile software company, which constantly strives to exceed the expectations of its clients. We adopt the software testing and software application lifecycle to meet the customer's demand in an efficient and reliable manner. With a global workforce, we have proved ourselves in delivering tight-deadline projects.

We are proud to declare ourselves a client of Enterprise Ireland and European commission.



Ireland - HQ

Suite 12, Plaza 212 Blanchardstown Corporate Park,
Ballycoolen, Dublin, D15 W535

UK

4th floor, 86-90 Paul Street, London, EC2A 4NE

India

1-98/9/3, Plot No.3, Flat No.102, Jaihind Enclave,
Madhapur, Hyderabad 500 081

**Sales
Phone
Number**

ROI Hotline

+353 1 9685077

UK Hotline

+44 (0) 2071933020

India Hotline

+44 (0) 2071933020
+91 40 49510533