

Case Study: In-Resort Associate Enablement & Sales Management Solution for an International Travel and Hospitality Company

In-Resort Managed Sales Platform for heightened Customer Experience & ensuring Save a Sell



BUSINESS REQUIREMENTS



Enhanced **customer experience** throughout the customer journey



Empowering in-resort associate to provide a superior service and opportunity to improve sales including cross-sale and up-sale



Enable a PCI DSS compliant system that can operate in online and offline environments



OUR SOLUTIONS



Private cloud based in-resort associate enablement solution with Customer, Sales, Forms, and Task Management



Online and offline sales with wireless connectivity to chip and pin payment and voucher printing devices



Digital forms and information brochures with email connectivity for paperless operations



BUSINESS IMPACT



Around 7% increase up-sell and cross-sell

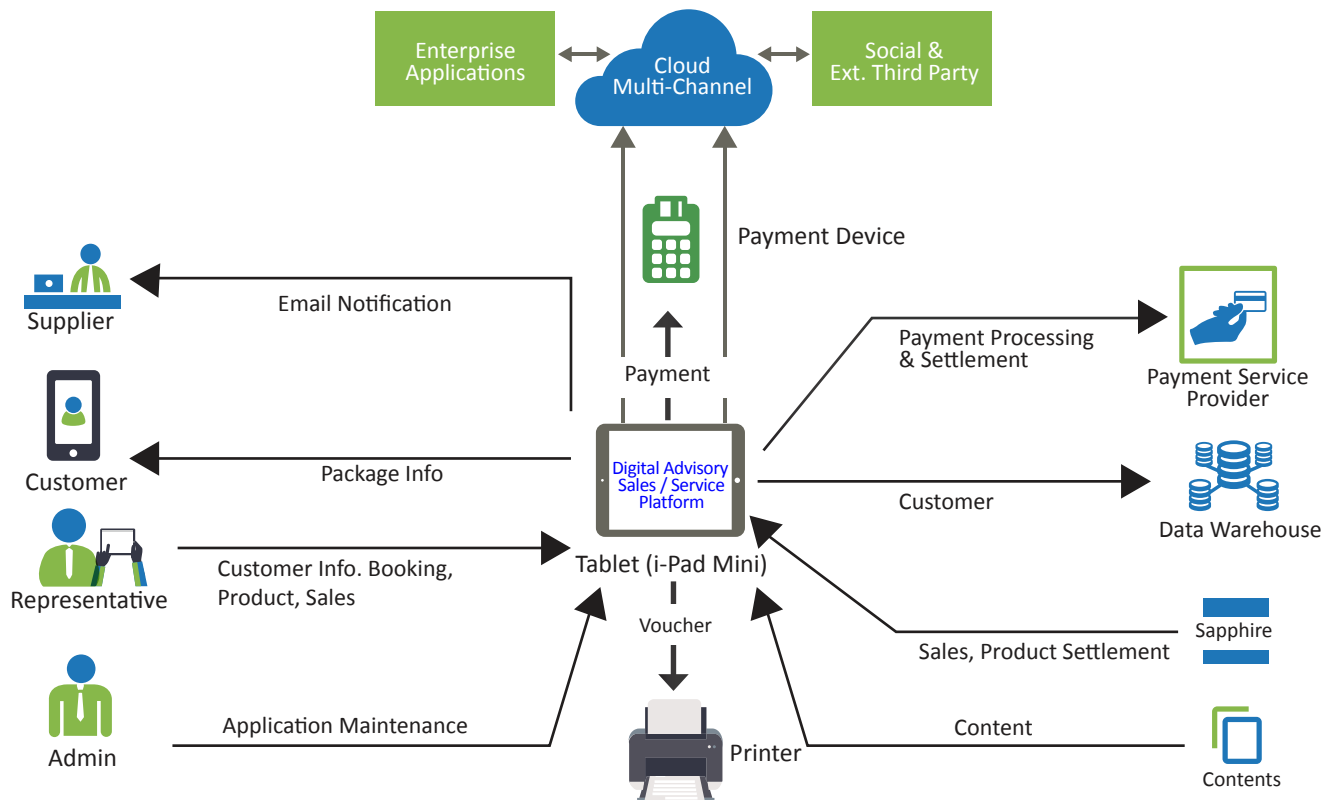


Around 20% increase in associate satisfaction



Offline cashless sale increased by 60%

Solution Overview



About Us

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable **digital transformation** for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: **Big Data Analytics**, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality. Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.