



TRAVEL & HOSPITALITY Tech Conclave 2016



Travel & Hospitality Tech Conclave 2016

March 18-19, 2016, New Delhi

18-19 March, FICCI, New Delhi

Introduction

The first edition of Travel & Hospitality Tech Conclave was held successfully from March 18-19 at FICCI New Delhi.

The Inaugural session was held on March 18 at FICCI. **Dr. Jyotsna Suri, Immediate Past President FICCI, Chairperson, FICCI Tourism Committee and Chairperson & MD, The Lalit Suri Hospitality Group** delivered the Inaugural address. Other dignitaries who graced the Inaugural session by their presence were Dr. Didar Singh, Secretary General, FICCI, Mr. Zubin Billimora, Director, Global Sales, Mr. Rahul Chakravarty, Director & Head –Tourism, FICCI

The two days conference covered interactive panel discussion and case study's in Travel, hospitality and Aviation relating to Automation, Distribution, Revenue Management, Innovation, Marketing, Data Analytics and many more.

Voices



“The entire business ecosystem in travel & hospitality is changing with the advent of technology and we should be also prepared for such changes.”

Dr. Jyotsna Suri

Immediate Past President FICCI, Chairperson, FICCI Tourism Committee and Chairperson & MD, The Lalit Suri Hospitality Group



“If we are able to combine technology with our service we can give a better enhanced experience to our consumers without any doubt”

Dr. A. Didar Singh

Secretary General, FICCI

Release of FICCI – RezNext Report

The FICCI – Reznext Knowledge Paper on Indian Travel & Hospitality Landscape covered the following points

- Industry Snapshot
- Technology Automation in the Industry
- Role of Big Data Analytics
- Rise of Mobile Technology
- State of Online Booking and Emerging Trends

The Report indicated the following trends and recommendations

- There is an increasing need for connected systems within the travel and hospitality industry.
- User friendly real-time applications and robust cloud offerings have demystified technology concepts
- Big data analytics is transforming the customer lifecycle management function
- Improving ROI from revenue management, marketing and distribution functions
- Mobile is driving 60% of all shopping related and over 50% of all online travel related queries in India
- Mobile apps is all set to redefine purchase patterns of consumers and also offers a new channel for travel companies to connect with the customer



Power Packed Sessions

The Future of Travel & Hospitality

The session pointed out the future trends of Travel & Hospitality. The panellists discussed how several factors are completely turning around the way of doing business and enhancing customer experience including the role of Big Data on customer personalisation, economic solution for inventory and distribution management for Hotel in mid segment, collaborative and consolidation between Hotels and OTA's, pricing strategies and customised packaging for consumers through mobile app and many more.



Mr. Zubin Bilimoria, Director, Global Sales,
RezNext Global Solutions



Mr. Sandeep Dwivedi, Chief Commercial Officer,
InterGlobe Technology Quotient



Mr. Ajay Shrivastava,
VP-Engineering and Chief Culture Ambassador, Oyo rooms



Mr. Ritwik Khare, Sr. Vice President & Head -
Business Development, Hotels, MakeMyTrip

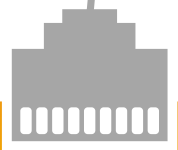


Mr. Akash Poddar, COO, Tsi Yatra.com

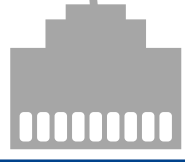


Mr. Prashant Rao Aroor, CEO, IntelliStay Hotels Private Limited

Some Key Facts



Indian tourism sector to grow at an annual average rate of **7%** over the next ten years.



Direct contribution of travel and tourism to GDP in India is expected to grow by **7.2%** per annum to US\$ 88.6 billion (2.5% of GDP) by 2025 years.



As per FHRAI India needs another **180,000** rooms by **2020** if it is to meet its target for tourist arrivals.

Technology and the new corporate traveller

There is a tremendous shift in the expectation and demand for corporate travellers. The line between a corporate traveller and retail traveller is becoming thinner day by day. The traveller now a days is highly tech savvy. They also maintains there social life as they are on a business trip. Hence Business and Pleasure trip is no more separate. It is important to have a mix of human interface and high degree of technology access or content access to create a blended experience for the Today's Travellers need.



Mr. Ashish Kumar, Managing Partner,
Agnitio Consulting LLP



Mr. Rakshit Desai, Managing Director,
FCM Travel solutions



Mr. Sanjay Pai, Head Travel & Director Aviation,
Larsen & Toubro



Mr. Rajiv Kumar Vij, Managing Director & CEO,
Carzonrent India Pvt.Ltd.



Mr. Ashish Kishore, Country Head, HRG Dnata



Mr. Abraham Alapatt, Chief Innovation Officer & Head -
Marketing and Service Quality, Thomas Cook India

Some Key Facts

Domestic and international inbound travel is projected to increase at a CAGR of

12% to **27.5** billion in 2016

from **\$19.7** billion in 2013.

Year 2016 will see users of mobile phones grow to

4.8 billion in India

The Hotel Automation Industry is estimated to be around

₹ 275 million

(as of 2014) and expected to rise to 450 million by 2018

Smart Hotels – A panel discussion on How Today's Hotel Operations must Change to Cater to Tomorrow's Travelers

The technology has allowed the small and medium sized hotel now to compete with the 5 stars and large chains in the ecommerce driven business. Which was not possible even 5 years back. However The hotels specially the small and medium enterprises are still not able to leverage the technology present in the market to optimise their ROI. In the social, local and mobile era, where user is actually looking for a seamless experience a hotelier need to lay emphasis on all these aspects and provide an integrated system that is seamless starting from data collection, to decision, to distribution.



Mr. Abhijit Beej Das, President & CEO,
Boston East India Hotels



Mr. Avijit Arya, Chief Mogul, Internet Moghuls



Mr. Aditya Sanghi, Founder & CEO Hotelogix



Mr. Deepak Mavinkurve, CEO, Repufact



Mr. Devinder Kumar, Associate General Manager-Revenue
Management and Distribution, The Lemon Tree Hotel Company



Mr. Kamesh Shukla, Sr. Vice President – Sales
(APAC & Africa), RateGain

Some Key Facts



According to recent reports, business travel spending in India will grow by


11% this year.

It is expected to

reach **\$45 billion**

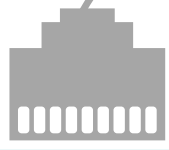
dollars by 2019. India

is also likely to be among the top 5 markets in business travel spending in the next 15 years.



As per DIPP, during the period April 2000-May 2015, travel and tourism sector has drawn in around

US \$ 8.1 billion
in FDI.



Online hotel booking revenues in India will hit

\$1.8 billion
in 2016

Raising Capital for the Next Gen Startups

An interactive analytical session with a panel of experts who discussed on how any Travel start-ups should approach Investors for funding. What are the expectations, legal frame works and challenges, to seal the deal. Experts pointed out on how does one pitches an idea with some examples over the world and India



Mr. Ashish Kumar, Managing Partner, Agnitio Consulting LLP



Mr. Rajiv Kumar Vij, Managing Director & CEO,
Carzonrent India Pvt. Ltd.



Mr. Harish Bahl, Founder & CEO, Smile Group

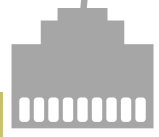


Mr. Alok Mittal, Angel Investor, Co founder & CEO,
Indifi Technologies Pvt. Ltd.

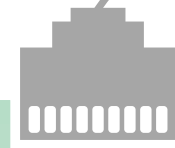


Mr. Vikram Gupta, Founder & Managing Partner,
Ivy Cap Venture

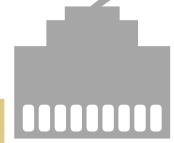
Some Key Facts



Google predicts that online hotel booking revenues in India will hit **\$1.8 billion** this year. Currently, 25% of hotel bookings are made online of which **18%** come through OTA channels.



In India, currently direct bookings through a booking engine on the hotel's website is roughly **8%**. In developed countries direct bookings for large groups and leading independents are nearly at **30-40%**.



Foreign Tourist Arrivals (FTAs) has grown steadily in the last three years reaching around **7.103 million** during January–November 2015 (4.5% growth)

Online Travel Market Places – The Next Wave

With the penetration of smartphones, online travel industry is growing rapidly. We can see innovative travel companies based on IT Frame work is coming out with new concept of Marketplaces, a one stop shop for any traveller to plan his holiday . The panel comprised of the upcoming next gen online travel entrepreneurs discussed on the various business model , future prediction and latest trends of the travel industry .



Mr. Michael Lyngdoh, Co Founder, Tripoto



Mr. Gaurav Chiripal, CEO, Quadlabs Technologies



Mr. Chitra Gurnani Daga, Co Founder & CEO, Thrillophilia



Mr. Pratiroop Mehta, Director - Product, Travel Triangle



Mr. Praveen Kumar, Founder & CEO, Triphobo

The Changing Search Landscape

The panel of experts discussed what is meta search, how relevant it is to Indian travel industry , scope and future holds for meta search companies in India. Also how best the key stakeholders can benefit collaborating with meta search companies .



Mr. Alope Bajpai, Co-Founder & CEO, IXIGO



Mr. Paul Whiteway, Sales & Commercial Director APAC, Skyscanner



Mr. Nikhil Ganju, Country Head, Trip Advisor India



Mr. Ashwin Jayasankar, General Manager, Wego India



Using Content and Social Media for Travel & Hospitality Business

How to set up your travel/hospitality business on social media, how should you take those first steps? This session discussed which social media channels one should focus on, the sort of content one should be posting and how to grow your audience



Mr. Daksh Sharma, Founding Partner & Chief Editor TravHQ



Mr. Sesh Seshadri, General Manager & Director, Lonely Planet India



Mr. Aashish Chopra, Head - Content Marketing, IXIGO



Mr. Dolly Bhasin, Gold medalist Electronics & Communications Engineer



Mr. Bhawna Grover Bagai, Head of Content, Goibibo



A Case study on The Omni Channel Payment Ecosystem

A beautiful case study presented on Omnichannel payment system, where the traveler is looking for a seamless experience for making transaction through any channel. How best a Travel or Hospitality brand can benefit through Omnichannel payment system for its business.



Amit Kapoor, Co-Founder, Airpay Payment Services Pvt. Ltd.

A strategic Overview on Indian Aviation Sector



Paramprit Bakshi , CAPA India

Travel Startup Knockdown

FICCI hosted the Travel & Hospitality Tech Conclave which gave an amazing platform to host the second edition of Travel Startup Knockdown. Dozens of entries were received and finally eight shortlisted startups competed against each other to take the crown and be a part of Amadeus Next. The panel of judges included Bart Bellers, Senior Advisor, Corporate Strategy, Amadeus Asia Pacific; Sunny Jindal, Co-Founder, TravHQ & Iffort; Ayush Jain, Principal at Unicorn India Ventures; Abhishek Vaish, Founder, Nucleus Partners and Ashish Kumar, Managing Partner at Agnitio Consultancy LLP. ConfirmTkt was declared winner of the 2nd Travel Startup Knockdown.



ConfirmTkt Winner of Judges Choice

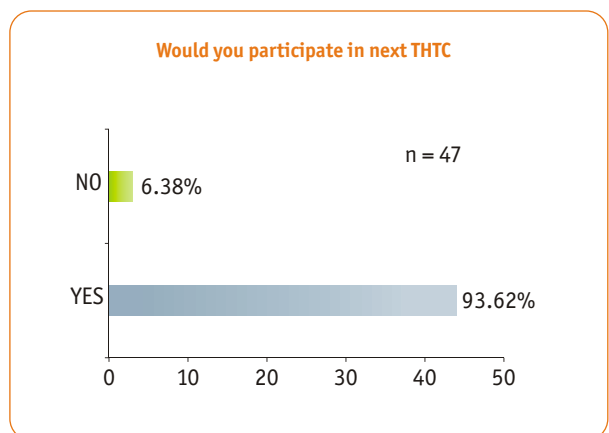
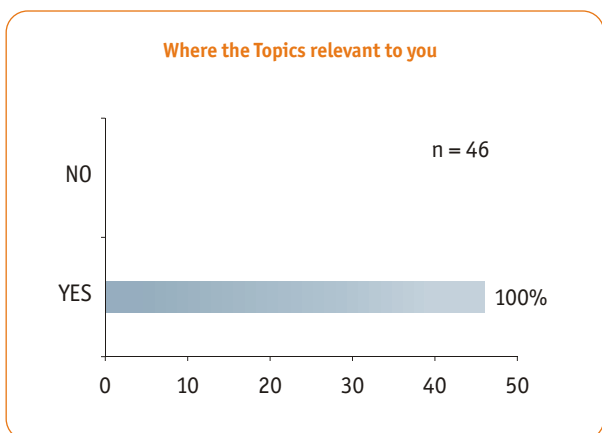
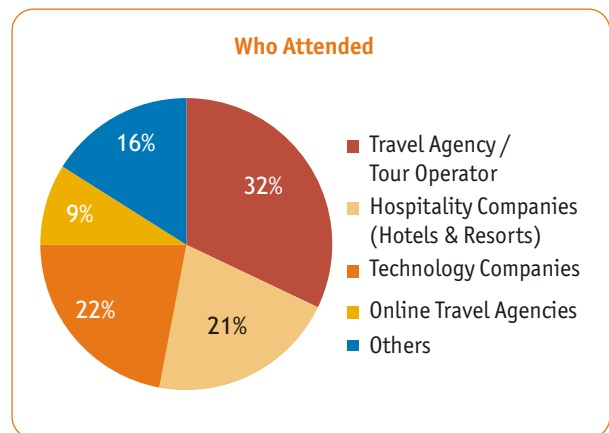
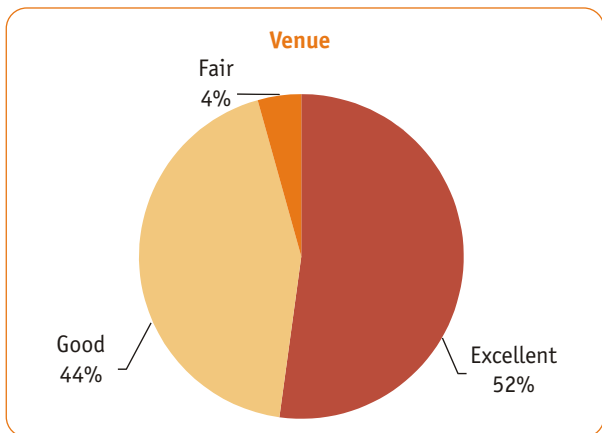
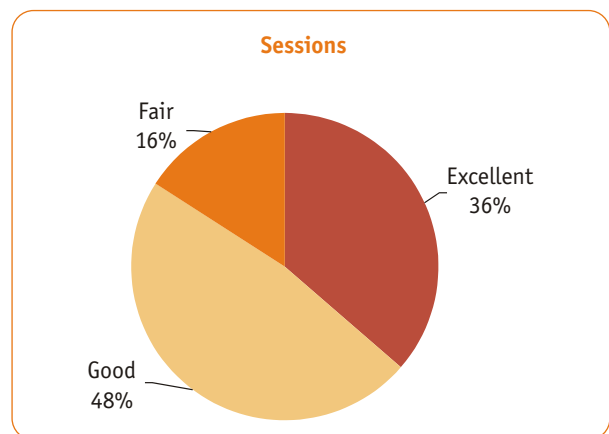
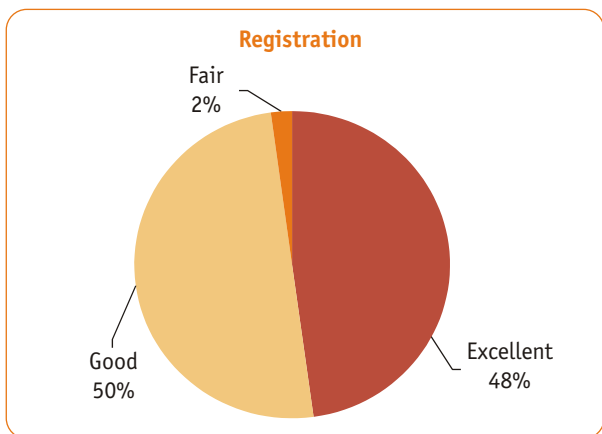
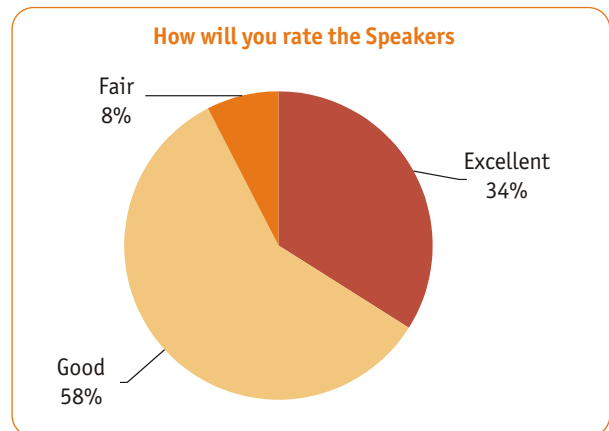
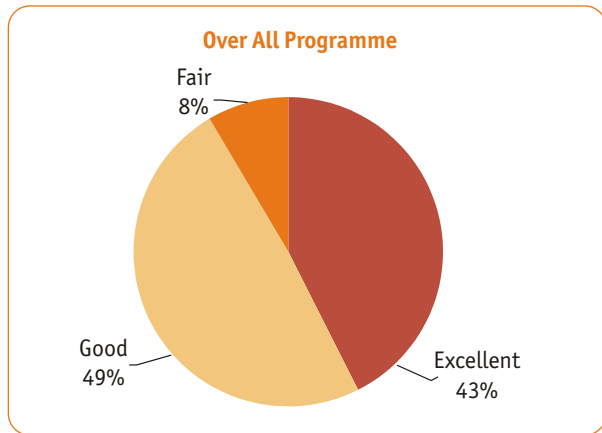


Your Local Cousin Winner of Peoples Choice

Exhibition & Business Networking



Feedback Analysis



Media Coverage

Hospitality
IT-based infrastructure development in Travel & Hospitality sector
 FICCI to encourage travel start-ups, digital tourism and technology

Federation of Indian Chambers of Commerce & Industries (FICCI) will encourage and assist travel start-ups, IT-based infrastructure development of the travel and hospitality sector in the country. This was informed by Dr. Jayant Chaturvedi, Chairman of FICCI Tourism Committee while inaugurating the two-day Travel & Hospitality Summit 2015, held on 18-19 March 2015 in New Delhi.

Dr. Sauri said that in future everything will get automated but the challenge was the cost of implementation of technology, especially for the small scale travel companies and travellers. Hence, there was a need to look for economical and innovative solutions.

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travHQ
 Travel Startup Incubator India
 The award & TRAVHQ will be Travel Startup Incubator India

COMMITMENT AND YOUR LOCAL COUNSEL EMERGE AS THE WINNERS OF 2ND TRAVEL STARTUP KNOCKDOWN

Travel & Hospitality Tech Council's first dedicated event on travel and hospitality sector, said Dr. Jayant Sauri, Immediate Past President FICCI.

Addressing the two-day conclave, Dr. Sauri said the government had already initiated 'Digital India' and 'Startup India', FICCI, on its part would like to encourage travel start-ups, digital tourism and IT-based infrastructure development for the travel and hospitality sector.

She added that the launch of e-visa for 150 countries and focus on infrastructure development are a few among various initiatives by the government in this area.

Dr. Sauri said that in future everything will get automated but the challenge was the cost of implementation of technology, especially for the small scale travel companies and travellers. Hence, there was a need to look for economical and innovative solutions.

The conclave would address the technological advancement in the field of travel and hospitality and facilitate communication and exchange of ideas and knowledge between key industry stakeholders, conglomerates, influencers and policy makers.

On the occasion, Dr. Sauri along with the other dignitaries released FICCI-ResNext knowledge paper, a brief summary on travel and hospitality technology Landscape of India.

In his brief presentation on the paper, Zabin Bilimoria, Director, Global Sales, ResNext Global Solutions, said that this report on the technology landscape for travel and hospitality provides a quick look at the current pace of technology automation, consumer trends, impact of mobile technology and trends with online hotel distribution.

FICCI and ResNext launch knowledge paper for travel and hospitality

Federation of Indian Chambers of Commerce & Industries (FICCI) and ResNext have launched a knowledge paper for the travel and hospitality industry. The report was launched at the recently concluded Travel & Hospitality Summit 2015, held on 18-19 March 2015 in New Delhi. The report looks at the current pace of technology automation, consumer trends, impact of mobile technology and trends with online hotel distribution.

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EXPRESS TRAVELWORLD
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Business Standard
Developments in travel start-ups, IT, hospitality, tourism to be encouraged: FICCI

ANI | New Delhi March 18, 2015 Last Updated at 18:25 IST

The world is moving towards a new business ecosystem enabled by technology. In keeping with the emerging scenario, FICCI conceived India's first dedicated event on travel and hospitality sector, said Dr. Jayant Sauri, Immediate Past President FICCI.

Addressing the two-day conclave, Dr. Sauri said the government had already initiated 'Digital India' and 'Startup India', FICCI, on its part would like to encourage travel start-ups, digital tourism and IT-based infrastructure development for the travel and hospitality sector.

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Not driving travel, hospitality growth in small towns too

Disparities in internet penetration is slowing growth of the travel and hospitality sector not only in big cities but also from smaller towns in India and only those firms which utilise technology will emerge as leaders in future, according to a report.

As per the 'India Travel & Hospitality Technology Landscape 2015' by FICCI and ResNext, large demand for supply from budget hotels has led to the rise of travel aggregators, with the sudden spike in business attracting investments "some as large as USD 100 million".

"The rampant internet penetration has transformed the way travel and hotels operate. Interworking, mobile bookings is not just restricted to the elite but in metros.

There is evidence to the contrary that a large share of e-commerce transaction are from tier II and III cities, report said.

The report, which was released today, further said, technology automation gives hoteliers across catering the infrastructure to scale-up operations and a competitive edge in the market.

In future everything will get automated but the challenge was the cost of implementation of technology and the infrastructure to scale-up operations and a competitive edge in the market.

Hence, there was a need to look for economical and innovative solutions," FICCI Tourism Committee Chairman Dr. Jayant Sauri said.

On the overall performance of foreign tourists steadily growing, the industry has seen a lot of technology start-ups. "With the rise of foreign tourists steadily growing, the industry has seen a lot of technology start-ups. Travel and hospitality has become one among the top 15 sectors to attract high FDI," said Sauri.

September 2015, this sector has attracted around USD 0.48 billion of FDI," said Sauri.

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