

Digital Travel, Hospitality & Innovation Summit 2017

- India's First Event On Digital Travel, Tourism, Hospitality & Technology Innovation

March 22 - 23, 2017

Venue : FICCI, Federation House, New Delhi

Day – 1 : March 22, 2017

0900 - 1000 hrs	Registration
1000 - 1045 hrs	Inaugural Session Venue: Hari Shankar Singhania Commission Room, 3 rd Floor, FICCI
1000 – 1005 hrs	Welcome Address & Moderation by Rahul Chakravarty, Director & Head - Tourism, FICCI
1005 – 1010 hrs	Special Address by Dr. Jyotsna Suri, Chairperson, FICCI Tourism Committee and Chairperson & MD, Lalit Suri Hospitality Group
1010 – 1025 hrs	Release of FICCI – Avalon Knowledge paper - Travel 2.0 – The Next Generation of travel and short intro on the report by Avijit Banerjee, Vice President, Avalon Global research
1025 – 1035 hrs	Special Address by Shri Suman Billa, Joint Secretary, Ministry Of Tourism, Government Of India
1035 – 1045 hrs	<i>Vote Of Thanks</i> Rahul Chakravarty, Director & Head - Tourism, FICCI
1045 – 1100 hrs	Tea/Coffee break
1100 - 1200 hrs	Face To Face With The Thought Leaders
1100 - 1200 hrs	 Face To Face With The Thought Leaders Moderator : Bibek Bhattacharya, Web Editor, Outlook traveler Matthew Powel, Regional Managing Director, Middle East & South Asia, Travelport Deep Kalra, Chairman & Group CEO, MakeMyTrip
1100 - 1200 hrs 1200 - 1300 hrs 1300 - 1400 hrs	 Moderator : Bibek Bhattacharya, Web Editor, Outlook traveler Matthew Powel, Regional Managing Director, Middle East & South Asia, Travelport

1400 – 1500 hrs	 Panel discussion The Changing face of a corporate traveler: Understanding how technology is changing the travel experience for business travelers and challenges in meeting & managing his unstated expectations Moderator : Ashish Kumar, Managing Partner, Agnitio Consulting Panelists: Geeta Jain, CEO, Carlson Wagonlit Travel Raja Natesan, CEO, Uniglobe Travel South Asia Indiver Rastogi, President, Global Business Travel, Thomas Cook (India) Ltd. Ajay Bali, Managing Director, BCD Travel
1500 – 1600 hrs	 Panel discussion Serving the Next Gen Smart Holiday Traveler. What do we need to do? – What and how best we can provide to cater to todays Tech savvy Traveler to influence his consumption pattern with the use of technology. Moderator : Vishal Suri, Managing Director, SOTC Panelists: G B Srithar, Regional Director, South Asia, Middle East & Africa, Singapore Tourism Board Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Sriram Rajmohan, CEO & MD, Club 7 Holidays Siddharth Dabhade, Head of Industry, Google India Vikram Ahuja, Founder, Byond Travel
1600 – 1615 hrs	Tea/Coffee break
1615 – 1715 hrs	Panel discussionThe Evolution in hotel distribution system: Are we leveraging it ? The OTA's have re defined distribution by allowing hotels to reach out to their consumers. But are the mid segment & heritage hotels of India ready? Let's find from the panel of experts.Moderator : Mohit Gupta, COO - Online, MakeMyTripPanelists:• Zia Sheikh, Chairman & MD, Svenska Design Hotels• Sidharth Gupta, CO Founder, Treebo Hotels• Sonavi Kaicker, CEO, Neemrana Hotels

	Day – 2 : March 23, 2017
	Panel discussion
	Is consolidation and funding funneling the growth of travel Industry?: This panel will discuss if the consolidation is helping the growth of the industry or is it eliminating competition, thereby forcing travelers to look for other options. Also, how is the nature of funding shaping up – is it more strategic or financial; is it bringing in more players in the ecosystem or is it getting absorbed in the ecosystem
1000 – 1100 hrs	Moderator : Karan Mohla, Executive Director, IDG Ventures
	Panelists:
	Michael Lyngdoh, Co Founder, Tripoto
	Simon Akeroyd, VP Corporate Strategy and Business Development, Amadeus Next
	Varun Gupta, CEO, Goomo
	Ankush Nijhawan, Co Founder, TBO Group Balahit Dessi, Managing Director, FCM Travel Solution
	Rakshit Desai, Managing Director, FCM Travel Solution Panel discussion
1100 – 1200 hrs	Leveraging technology in cross selling and up selling to boost revenue growth :
	The panel discusses on how best to leverage the latest technology to offer attractive ancillary
	services in order to help the revenue streams grow exponentially. Will a one-stop shop model
	will be the future for the travel and hospitality industry?
	Moderator: Amit Taneja, Chief Revenue Officer, Cleartrip
	Panelists :
	TC Guruprasad, CEO & Managing Director, Centrum Direct Limited
	Kewal Kotian, Head - Marketing, Eezego1
	 Bart Bellers, Senior Advisor - Corporate Strategy, Amadeus IT Group Rajiv Vij, CEO & MD, Carzonrent India Pvt. Itd
1200-1215 hrs	Tea/Coffee break
1215 – 1315 hrs	Panel discussion From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived
1215 – 1315 hrs	From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul , CEO & Director, CAPA South Asia
1215 – 1315 hrs	From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul , CEO & Director, CAPA South Asia Panelists:
1215 – 1315 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent
1215 – 1315 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet
1215 – 1315 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd
1215 – 1315 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet
1215 – 1315 hrs 1315 – 1330 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai
	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session by
	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session by Dhruv Shringi, Chairman, FICCI Travel Technology Committee & CO Founder & CEO Yatra
1315 – 1330 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session by Dhruv Shringi, Chairman, FICCI Travel Technology Committee & CO Founder & CEO Yatra Online Pvt. Ltd
1315 – 1330 hrs 1330 – 1430 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session by Dhruv Shringi, Chairman, FICCI Travel Technology Committee & CO Founder & CEO Yatra Online Pvt. Ltd Lunch
1315 – 1330 hrs 1330 – 1430 hrs 1430 – 1830 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session by Dhruv Shringi, Chairman, FICCI Travel Technology Committee & CO Founder & CEO Yatra Online Pvt. Ltd Lunch Travel Startup Launchpad
1315 – 1330 hrs 1330 – 1430 hrs 1430 – 1830 hrs 1430 – 1440 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session Valedictory Session by Dhruv Shringi, Chairman, FICCI Travel Technology Committee & CO Founder & CEO Yatra Online Pvt. Ltd Lunch Travel Startup Launchpad Introduction
1315 – 1330 hrs 1330 – 1430 hrs 1430 – 1830 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session by Dhruv Shringi, Chairman, FICCI Travel Technology Committee & CO Founder & CEO Yatra Online Pvt. Ltd Lunch Travel Startup Launchpad
1315 – 1330 hrs 1330 – 1430 hrs 1430 – 1830 hrs 1430 – 1440 hrs 1440 – 1615 hrs	 From Arrival to Departure: Re Defining passenger experience at Airport and Inflight : The Indian Aviation sector has been undergoing a paradigm shift keeping in mind the demand and expectations of today's tech savvy traveler. Our panel of experts will discuss how technology is playing a major role in providing enriching flight experience thus transforming the way air travel is perceived Moderator: Kapil Kaul, CEO & Director, CAPA South Asia Panelists: Neerja Bhatia, Vice President, Etihad Airways, Indian subcontinent Kamal Hingorani, Sr. VP & Head InFlight Services and Customer Experience - SpiceJet Ltd Pran Dasan, Regional Manager, India, Nepal, Srilanka, Fly Dubai Essa Sulaiman Ahmad, VP, Emirates, India & Nepal Valedictory Session Valedictory Session by Dhruv Shringi, Chairman, FICCI Travel Technology Committee & CO Founder & CEO Yatra Online Pvt. Ltd Lunch Travel Startup Launchpad Introduction Startup Pitching session