5th Digital Travel, Hospitality & Innovation Summit 2023

The Indian Digital Transformation Journey

August 23, 2023 | Venue: FICCI, Federation House, New Delhi

Tentative Programme

August 23, 2023	
1000 - 1100 hrs.	**Registration & Tea/Coffee**
1100 - 1130 hrs.	**Inaugural Session** Venue: Conference Room, 2nd Floor, FICCI
1100 – 1105 hrs.	Setting up the Context & Welcome Address by **Ashish Kumar,** Co Chairman, FICCI Travel Technology & Digital Committee
1105 – 1110 hrs.	Release of FICCI-Accenture Knowledge Paper & Address by **Anoop Nambiar**, Global Managing Director – Technology, Accenture
1110 – 1115 hrs.	Address by **Dipak Deva**, Chairman, FICCI Tourism & Culture Committee & Managing Director, Travel Corporation India Ltd.
1115 – 1125 hrs.	Inaugural Address by **M.R. Synrem**, Joint Secretary, Ministry of Tourism, Government of India
1125 – 1130 hrs.	Vote Of Thanks
	End Of Inaugural Session

1130 -1200 hrs.	Keynote Address by **Nitin Nair,** Senior Vice President at Open Network for Digital Commerce (ONDC) on **How ONDC is helping in the growth of Travel & Hospitality Industry**
1200 – 1300 hrs.	**Innovation, Integration and Connectivity - India's Vision 2047 paradigm:** As India completes its 75 years of independence, we boast of being the fifth largest economy of the world having made giant strides in industrialization, infrastructure development and military modernization. With India leading ahead in new technology and innovation, this is an exciting space to foster next wave of growth through Travel & Tourism. What will form the Bedrock and Catalyst of growth to lead India ahead in 2047? **Moderator:** **Ashish Kumar,** Co Chairman, FICCI Travel Technology & Digital Committee **Panelists:** • **Sunil Kumar,** Group General Manager – IT, IRCTC • **Anoop Nambiar**, Global Managing Director – Technology, Accenture • **Santosh Kumar,** Country Head, Indian Sub-continent & Indonesia, Booking.com • **Vineet Mahendru,** COO, Leisure, Travel Corporation of India • **Surya Khurana,** Managing Director, FlixBus India • **Yogesh Chandra,** Chief Strategy Officer, RateGain
1300 – 1400 hrs.	**LUNCH**

1400 – 1410 hrs.	Keynote Address by **Vinod Bhat,** Chief Information Officer, Vistara- Tata SIA Airlines on **Key Digital Technologies, shaping up the Aviation Industry for a seamless travel experience**
1410 – 1440 hrs.	**Make your Travel products discover 10x faster!** In the wake of the pandemic, the travel landscape has undergone a transformative shift, presenting new opportunities and trends for both global and Indian travelers. As we delve into the diverse changes in consumer behavior, we encounter fascinating concepts like Bleisure and revenge travel. This session aims to explore the travel trends and insights witnessed by Google, both globally and in India, focusing on the rising influence of video in shaping travel experiences. From a surge in solo travelers to pet-friendly getaways, pilgrimage tours, and destination weddings, the session will highlight these emerging trends and how video content has become a pivotal touchpoint for travel planning. **Speakers:** • **Megna Shankaranarayanan**, Industry Head-Travel & Food Tech, Google India • **Ruchita Chowdhary,** Industry Manager, Travel and Food Tech, Google India
1440 – 1510 hrs.	**Fire side Chat** **Puneet Kumar,** CTIO, Growth & Strategy Lead for Microsoft Platform, Accenture *In conversation with* **Himani Agrawal**, Country Head, Azure Microsoft **Opening a new world of possibilities with Gen AI – Microsoft perspective:** Gen AI is growing in maturity every passing day to become a new, attractive, and reliable business solution for not just productivity but all immense possibilities. In the travel industry, players are taking advantage of Gen AI to perform various administrative and customer service tasks. As businesses continue to gather vast quantities of valuable data, combined with analytics, what kind of new experiences and efficiencies can be enabled across the customer journey?

1510 – 1610 hrs.	**Panel Discussion** **The Travel Business: A complex mix of e-commerce, Distribution, and Digital Servicing platforms:** With expanded reach, varied products portfolios, real-time comparisons, demand for richer content, and evolving consumer patterns, we're seeing travel to be more complex than ever before. Does the retail travel segment need a more engaging e-commerce approach with last-mile retailing? Does the corporate travel segment bet on do-it-yourself more than the traditional white glove assisted approach? **Moderator: Sesh Seshadri,** COO, Pagemajik **Panelists:** • **Subramanian Ganeshan,** APAC Head & Centre Head, Amadeus Lab • **Indiver Rastogi,** President, Global Corporate Travel Business, Thomas Cook India Ltd. • **Raj Rishi Singh**, Chief Marketing & Business Officer, MakeMyTrip • **Aditya Agarwal,** Chief Financial Officer, Cleartrip • **Rajesh Loomba**, Managing Director, ECO Rent a Car
1610 – 1620 hrs.	**Tea/ Coffee**
1620 – 1700 hrs.	**The road ahead – Emerging technologies in the growing Travel landscape:** Emerging technologies are ushering a new era for the travel industry, revolutionizing the way travel is experienced. Artificial Intelligence (AI), Extended Reality (XR), IOT, Edge computing and other cutting-edge technologies have been transforming the travel experience, enhancing convenience, personalization and efficiency. Gen AI virtual assistants are starting to provide instant assistance in trip planning, from booking flights and accommodations to offering personalized recommendations based on individual preferences. What's cooking for the road ahead? **Moderator: Harish Chandra**, Managing Director-Technology, Hotel Key **Panelist** • **Kartik Sharma**, AI Practitioner & Thought Leader • **Ankush Sabharwal,** Founder & CEO, CoRover
1700 hrs. onwards	**Tea /Coffee**
	End Of Programme