

# Application Support Services

Scale and Support Critical Business Applications



# Empowering Digital Workplaces


With the rise of connected traveler, it has become imperative for Travel service providers to be responsive and deliver anytime anywhere services. A high performance technology infrastructure with a robust backend support can enable them to meet these dynamic business needs and ensure smooth operations.

To implement and manage a responsive, scalable, and high performance technology infrastructure, it is critical to have an application support team that can operate in 24/7 environment, is agile and can withstand all crisis.

IGT IT Helpdesk leverages industry best practices and rich domain expertise to provide best-in-class application support services essential for a digital workplace. A multi-tiered troubleshooting approach supported by domain-led technical knowledge helps in faster issue resolution, positively influencing user experience and creating operational efficiencies.



# Flexible Service to Meet Your Needs



**End User Support:** Incident Management, Access Management, Service Request Management, L1, L2 Support, Support for Multi-Channel Engagement

---

**Application Support:** Configuration Issues, Troubleshooting, Software Installations, Case Management, Quality Assurance

---

**Transition Services:** Change Management, Service Readiness and Improvement, Service Prioritization Based on Business Needs

80%  
First Call  
Resolution  
Rate

Less  
Than 3%  
Abandonment  
Rate

Ticket  
Management  
System for Request  
Prioritization

## Benefits:

---

- Improved Total Cost of Ownership (TCO) by cross utilization of resources across LOB's
- Enterprise grade ticket management system for request prioritization and management
- Knowledge Management platform for reduced downtime and faster issue resolution
- Detailed level reports for end user IT analytics

# Why IGT?

- IGT Solutions is a leading IT, BPM and Digital solutions and services provider committed to deliver innovation and business excellence across the entire spectrum of Travel, Transportation and Hospitality domain.
- Managing highly differentiated customer experience for leading 70+ travel brands.
- Over 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery.
- IGT employs more than 11,000 travel professionals in 5 continent, has 15 state-of-the-art delivery centers, and worldwide operational presence.



## **IGT Solutions Pvt. Ltd.**

Corporate Office:  
Echelon Building, Plot No-49, Sector-32,  
Gurgaon-122001, Haryana, India

[mktg@igtsolutions.com](mailto:mktg@igtsolutions.com)  
[www.igtsolutions.com](http://www.igtsolutions.com)