

QuadLabs continues to deliver world-class technology products

The vision of creating a unique travel product, which started more seven years ago, which could help travel intermediaries to scale up and be more efficient in the India market, continues to get strong. Gaurav Chiripal, CEO and Chief Technology Architect, QuadLabs, shares more with TTJ about the products launched and in the pipeline.

Nidhi Koul



Gaurav Chiripal

QuadLabs is a premier travel technology specialist with a focus on delivering world class products to the travel industry. Their focus has always been on delivering a quality product. And last year the company worked towards developing better products and recently launched Konnect. Tavel. Commenting on the progress of technology, Chiripal said, "In India there are high expectations from technology, but we always want a cheaper product and always try to find the scope for negotiation. When we talk about digital marketing in any which way possible every company know they have to invest but they always want more in less money and if

the budget exceeds then their expectations are sky touching. This is a product launched for this kind of market, it's going to be true cloud product, which will not require any kind of implementation from our side and it will be a user friendly product. We have launched it in multiple geography and created a network of travel agents so that they can interact with each other on this platform, from all the major markets."

QuadLabs products and services are powered by world class XChange platform. The flagship, XChange ERP system powers several market leaders across the world and has emerged as the system of choice for growing enterprises. The year 2014 has been better and the company has expanded and launched different products and have couple of new products in the pipeline.

Only few companies can afford to spend huge money for quality services. "If we reduce the cost of production, implementation as well as support then and only then we will be able to serve this kind of a market. Entire online travel industry is going through a change, economies have changed the perspective has changed, but consumer is still using and is comfortable in buying from via offline mode, in 2015 we need this to change," he said. Their strategy is to have the most comprehensive product in the market, servicing the customer is what they have focused on and will continue to do so.

"A smart phone user with internet access has grown tremendously; more than 60 per cent market is shifting to mobile devices because the transaction is same. People irrespective of age are using technology more and more nowadays. And the new generation might not even get the feel of desktops and personal computers as we used to have; they have all the advance technology on the palm of their hand. As estimated by a reliable resource in travel research, smartphone sales are predicted to be touching more than 980 million globally by 2015. India is at the threshold of a complete revolution in terms of travel technology and the whole landscape is expected to change, technology will play a very big role in changing the current scenario and soon it's going to be a different world and Quadlabs expects to be an integral part of the change," he concludes.

RezLive.com, on a global expansion spree

RezLive.com has grown tremendously and enjoyed year on year growth. Jaal Shah, Founder, RezLive.com and Group Managing Director, Travel Designer Group shares his expansion plan and much more with TTJ.

Sudipta Saha



Jaal Shah

Q. How do you intend to continue your global expansion stream with the best of the services?

A. RezLive.com will try to reach out to new productive markets in order to offer our services to the travel trade in the respective territory. As RezLive.com is now a known brand around the world, setting up offices in places where we don't have presence will be on the cards for the years to come and at the same we will not compromise with our well renowned service level.

Q. What new are you offering in the coming year?

A. RezLive.com (A Product of Travel Designer Group) has set such high benchmarks as far as product innovation and service quality is concerned, that the travel trade always look for something new from us every year. This year we will be basically looking at revamping RezLive.com and making the inventory even bigger than ever by contracting with other leading hotel chains, so that we put the whole world at the finger tips of our travel partners. With more and more travel companies aiming to go online and trying to have their own presence, RezLive.com has seen a need in having a light and high speed connectivity of their content to empower their clients through XML Distribution.

Q. Over the decades, RezLive.com has expanded its footprint in few markets. Are you looking forward to expand it in some other markets too?

A. Since inception, RezLive.com has grown from strength to strength and enjoyed year on year growth. It has indeed been a vigorous journey for us and we look forward in continuing our global expansion stream with our best of the services. Currently, we have extended our presence in South Africa, Malaysia, Morocco, Nepal and Philippines and have emerged as the fastest growing B2B global reservation system in Asia Pacific and Middle East purely on the basis of innovation and excellent service quality.

Q. What is the future growth of digitalisation in India and how is it going to enhance tourism in India?

A. It was widely acknowledged that technological disruption is changing market landscape and business models across the globe. In a world that is becoming more and more technology-intensive, that is hardly surprising. Digitization is driving greater innovation, helping improve service levels as well as outcomes. Digitisation is expected to aid in the robust growth of the sector and will actually help improve service levels and will actually enhance the tourism in India.

Q. What makes your mobile app different from various other mobile applications available in the market?

A. RezLive Mobile App is the most secure and innovative B2B travel mobile application which allows the travel agents to stay connected with RezLive.com 24*7. From any mobile phone or tablet connected to the internet you can instantly tap into RezLive.com, anytime, anywhere.

What makes the RezLive Mobile App astonishing are its key offering such as free download, user friendly application, real time info, manage hotel, sightseeing and transfer bookings anytime anywhere, available on iOS and Android platform and much more.