

REZLIVE.COM SIMPLIFIES TRAVEL

Provides comprehensive support to travel partners

Leveraging cutting-edge technology, RezLive.com is known to simplify global travel complexities and ensure that travel remains effortless and accessible for all. In this exclusive interaction with TTJ, Jaal Shah, Group Managing Director, Travel Designer Group, provides insights into the company's exclusive offerings whilst delving into its pivotal role in technological innovations and strategic alliances, promising unmatched solutions for both partners and their valued customers.

Prashant Nayak



Jaal Shah

What enhancements and key features has Rezlive.com implemented to strengthen its product portfolio?

RezLive.com's innovative platform leverages proprietary technology to streamline the intricate landscape of global travel. By seamlessly connecting a diverse array of travel partners and suppliers on a large scale, RezLive.com simplifies the complexities inherent in the travel industry. With a steadfast commitment to prioritising technology, we consistently invest in pioneering innovations and new offerings to ensure that travel remains simple and accessible for all.

Some potential additions or enhancements that RezLive.com has made to its product portfolio include:

Expanded Hotel Inventory: RezLive.com has added quite a few new hotels and accommodations to its platform for the Asia-Pacific region and Europe, offering travel partners a wider range of options in various destinations.

Expanded Transfer Inventory: RezLive.com has added directly contracted airport-to-hotel and vice versa transfer options for all major Indian cities, providing our travel partners with a wider range of options across destinations.

Improved Booking Systems: enhancements to the booking process, such as a more user-friendly interface, faster loading times, and additional features to streamline reservations.

Enhanced Partnerships: strengthening partnerships with hotels, DMCs, and other travel service providers to offer exclusive deals and discounts to travel partners.

How is RezLive.com adapting to travel industry trends, and which trends have shaped its enhanced product portfolio?

In response to the evolving needs and preferences of travellers, we are committed to aligning our offerings with current industry trends to empower our esteemed travel agent partners. Our enhanced product portfolio is meticulously crafted with a keen focus on industry trends that directly impact the B2B travel sector. Through diligent market research and insightful analysis, we continuously adapt our offerings to meet the dynamic demands of the market.

In particular, we closely monitor trends such as personalised travel experiences, sustainable tourism practices, and the increasing reliance on digital platforms within the B2B travel ecosystem. These trends serve as guiding principles in the

development of our product portfolio, ensuring that our partners have access to innovative solutions that resonate with today's travellers.

By prioritising alignment with industry trends, we aim to equip our travel agent partners with the tools and resources necessary to stay ahead in a competitive market. Through collaborative partnerships and a shared commitment to excellence, we remain dedicated to empowering our partners to deliver exceptional value and service to their clients.

Have there been any technological advancements or innovations implemented to improve the user experience?

Our latest achievement is the launch of our NEW UI, which introduces a refreshed look and feel and significantly improves platform speed and responsiveness. With intuitive navigation and modern design elements, users can now enjoy a seamless booking process and find their desired travel options more efficiently.

In addition to these enhancements, we are excited to announce that we are currently developing a mobile app aimed at further improving the user experience and providing easy 24/7 connectivity. While the app is still in the development stage, it is expected to offer a range of features to enhance convenience and accessibility for our users. From simplified booking processes to real-time updates and personalised recommendations, the mobile app will empower users to access RezLive's services anytime, anywhere, directly from their smartphones or tablets.

Are you working on any collaborations or forging new alliances to enhance its offerings and global presence?

We continuously explore opportunities to collaborate and forge new alliances within the travel industry to enhance our offerings and expand our global presence. As one of the leading global travel wholesalers in the B2B travel domain, we understand the value of strategic partnerships in delivering unparalleled support to our travel partners worldwide.

Presently, we can only assure you that we are actively engaged in discussions with various stakeholders across the industry. These collaborations may include rail, hotels, technology providers, and other key players, all with the aim of enriching our product portfolio and strengthening our global footprint.

Our commitment to forging new alliances is driven by a shared vision of delivering exceptional value and service to our travel partners. By leveraging the strengths and expertise of our collaborators, we strive to offer innovative solutions that meet the evolving needs of the modern traveller and empower our partners to thrive in a competitive market environment.

How does RezLive.com support its partners during the summer travel season? Are they designed to meet the needs of a particular segment of travellers?

We understand the significance of the summer travel season and the increased demand it brings for our partners. To ensure our partners are well-equipped to capitalise on these opportunities, we have implemented several strategic initiatives aimed at providing enhanced support and value-added services.

One such initiative involves expanding our inventory for key destinations by securing exclusive rates for selected properties. This enables our partners to offer competitive pricing and a wider range of options to their clients, thereby enhancing customer satisfaction and driving business growth.

As part of our commitment to exceptional service, we continue

to uphold our practice of reconfirming each and every booking, ensuring accuracy and reliability for our partners and their clients. Furthermore, our round-the-clock support team remains readily available to provide assistance and address any queries or concerns, offering peace of mind and reliable guidance throughout the summer travel season.

Any special offers or incentives for users? Are there loyalty programmes or rewards for frequent users?

Currently, we are pleased to offer our exclusive 'Top-Up' promotion, available for transactions made through various payment methods, including net banking, debit cards, UPI, and credit cards on RezVault, wherein they get an instant bonus as per the T&C in place. Additionally, during this offer period, which is valid until June 30, 2024, we do not levy payment gateway charges on American Express card usage, providing added convenience for our valued travel partners.

Furthermore, to express our appreciation for the loyalty of our users, we already have an exclusive loyalty programme through which our esteemed travel partners earn reward points for each successful reservation made through RezLive.com. Notably, for our travel partners based in India, each reward point holds a value of INR 1, further enhancing the benefits of our loyalty system, which they can use to buy any voucher of their choice from the rewards store.

What kind of support is available for users who may need assistance with the updated or summer travel offerings?

We understand the importance of providing comprehensive support to our travel partners, especially when navigating through updated or seasonal travel offerings. Whether it is understanding the latest updates to our offerings for the summer travel season or seeking assistance with booking inquiries, our support team is well-equipped to provide prompt and personalised assistance. Travel partners can reach out to us via various channels, including phone, email, or live chat, and our knowledgeable representatives will be more than happy to address their concerns and provide guidance.

Furthermore, we recognise that each travel partner may have unique needs and preferences, which is why our support services are tailored to accommodate a wide range of inquiries and requirements. Whether it's troubleshooting technical issues, clarifying booking details, or providing recommendations for summer travel destinations, our dedicated team, available round the clock, is committed to ensuring a seamless and hassle-free experience for all travel partners.

Can you provide an insight into the company's roadmap for future developments?

As a forward-thinking company, innovation is at the core of our strategy. We are actively exploring ways to leverage emerging technologies and industry trends to drive meaningful enhancements across our platform. This includes improvements to the user experience, the introduction of new features and services, and the expansion of our offerings to cover a broader range of travel-related needs.

Our commitment to excellence extends beyond product enhancements. We are also focused on strengthening our partnerships and collaborations within the travel ecosystem, forging new alliances, and exploring opportunities for strategic growth and expansion into new markets.

While our future developments may vary in scope and timing, our overarching goal remains consistent: to provide our travel partners with best-in-class solutions that empower them to thrive in a dynamic and competitive industry landscape.