

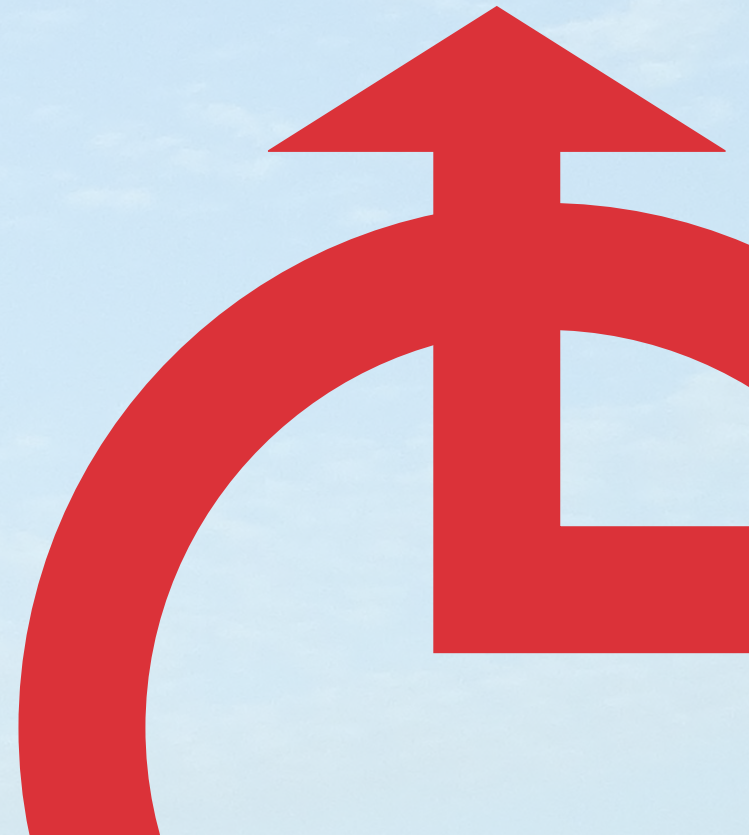


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Case Study

The Eastern Travels Retaining **Top Clients** with **TripGain**



Region:

India

Headquarters:

Jamshedpur, India

Company Size:

Mid-sized to large TMC

Employee Size:

138

Industry:

Travel & Tourism

Website:

<https://www.easterntravels.co.in/>

About Eastern Travels

Eastern Travels is a leading travel agency headquartered in Jamshedpur, with a strong presence in East and expanding to the West. With over 138 employees and multiple branches, Eastern Travels has established itself as a trusted travel management partner for India's largest corporate groups, most notably within the Tata Group.

Existing Approach

Heavily dependent on serving Tata Steel and other Tata Group companies through on-site "implants" and offline fulfillment

The Challenge



Reliance on Offline Processes

Manual booking and fulfillment processes were inefficient and unable to meet the digital expectations of major clients like Tata Steel



Client Demand for Automation

Key clients required automation of travel booking flows, especially for flights, to streamline operations and improve employee experience



Improving Customer Experience

Unable to provide digital solutions would result in clients seeking alternative providers, leading to a loss of Eastern Travels' major accounts



Complex API Integration Needs

Clients needed seamless integration with their own systems, requiring robust API solutions and customized booking engines



Expansion of Services

Eastern Travels needed to offer additional features such as expense management and self-booking tools to retain and grow their client base

100%
retention of
existing
clients

Real-time
API based
inventory
access

Expanded
service
offerings

4.5/5
client
satisfaction



TripGain has been a right technology partner for us. Their technology has helped us provide our customers with similar look and feel like other well-known OTAs, hence enhancing their travel booking experience in real time. TripGain has helped us retain our core accounts, expand our services and strengthened our position as a leading TMC for the Tata Group and beyond.



Darshana Taunk
Owner
The Eastern Travels

TripGain's Solution



Digital Transformation Roadmap

TripGain worked closely with Eastern Travels and Tata Steel to scope and implement a comprehensive digital booking solution.



API Integration and Inventory Management

Developed and exposed APIs to integrate Eastern Travels' inventory with clients' systems, enabling real-time access and booking



Custom Self-Booking Tool

Built a bespoke self-booking tool for clients, allowing employees to book flights and manage travel independently



Expense Management Integration

Extended the platform to include expense management, providing end-to-end travel and expense solutions for corporate clients



Ongoing Support and Innovation

Continued to support Eastern Travels with new features and integrations, ensuring they remain competitive in a rapidly evolving market



About TripGain

TripGain Travel & Expense Management Solutions is founded by young and energetic team with matchless combination of expertise in software and travel domains with focus on essential needs of travel industry which is on the verge of its transformation into highly sophisticated, structured and automated system.

We provide a web & mobile based Travel & Expense solution to enterprises with all travel services like Flight, Hotel, Bus, Train, Visa, Cruise etc. driven by our unique multi-vendor system. It eliminates the technology gap by providing a powerful, cost effective and easy to use platform to all stake holders involved in Travel & Expense space, be it employee, Approval manager, Finance team or CFO.

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