Cognizant Expands Strategic Partnership with Travelport

New agreement expected to enhance Travelport's global infrastructure,focusing on operational efficiency, reliability, and customer experience to drive modern retailing for the travel industry

TEANECK, N.J., Feb. 20, 2024—Cognizant (NASDAQ: CTSH) and Travelport, a global technology company that powers bookings for hundreds of thousands of travel suppliers worldwide, today announced a new agreement aimed at evolving Travelport's global infrastructure by leveraging Cognizant Neuro® IT Operations platform, artificial intelligence (AI), and automation services.

The partnership, which has been ongoing for more than a decade, aims to further empower Travelport to simplify complexities in travel retailing with the ability to quickly adapt to changing priorities in the market and scale with demand. The renewed partnership will prioritize driving automation, enhancing reliability, and ultimately modernizing the experience Travelport delivers to its customers worldwide.

"This new agreement underscores our commitment to leveraging advanced automation and cloud services aiming to advance Travelport's global infrastructure. By leveraging Cognizant Neuro® IT Operations platform, we aim to enhance the agility, reliability, and customer-centricity of Travelport's global travel retailing platform, Travelport+. This partnership not only addresses current objectives to modernize processes but also sets the stage for a more efficient and future-ready travel ecosystem," said Anup Prasad, Senior Vice President & Head of Cognizant's Consumer Business Unit.

Travelport's unique role in providing backend systems and a marketplace for airlines, hotels, car rental companies and railways to connect seamlessly with travel retailers underscores the significance of this agreement. Travelport stands out for its niche services, such as the ability to deliver multi-source travel content in a “retail-ready” way to travel agencies, online travel agencies and corporate travel management companies around the world. The streamlined infrastructure aims to lower operational costs, foster new skill sets for the Travelport team, and significantly minimize transition risks.

"Our extended partnership with Cognizant aims to help accelerate processes with advanced automation solutions. This deal signifies a meaningful step toward a more streamlined future for Travelport as we drive modern retailing forward for our agency customers, industry partners and travelers," said Bates Turpen, Executive Vice President & Chief Information Officer at Travelport.

The partnership between Cognizant and Travelport marks a significant milestone in advancing innovation and operational efficiency within the travel sector. Drawing upon state-of-the-art technologies and extensive industry knowledge, Cognizant aims to establish a new standard for cooperative excellence, empowering Travelport to drive the continually evolving global travel industry into a bold new era.

About Cognizant
Cognizant (Nasdaq: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes, and transform experiences so they can stay ahead in our fast-changing world. Together, we’re improving everyday life. See how at www.cognizant.com or @cognizant.

About Travelport
Travelport is a global technology company that powers bookings for hundreds of thousands of travel suppliers worldwide. Buyers and sellers of travel are connected by the company’s next generation marketplace, Travelport+, which simplifies how brands connect, upgrades how travel is sold, and enables modern digital retailing. Headquartered in the United Kingdom and operating in more than 165 countries around the world, Travelport is focused on driving innovation that simplifies the complex travel ecosystem.

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