

Rezlive.com has its own niche in the realm of travel technology, claims **Jaal Shah**, Group Managing Director – Travel Designer Group, Founder – Rezlive.com.



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Rezlive.com provides its travel partners the option to book hotels, sightseeing and transfers all under one interface. “When travel agents connect with us they get access to mapped inventory for across the world. Our greatest achievement is in our in-house product development and service standards,” says Shah.

“There are many features that make us stand out i.e. board basis filter; search by location; point of interest filter; dealing in local currency; no registration fees; quotation option; responsive site; store last five bookings; search and quotation details; option to book last five searched bookings; booked and map view; VIP desk; to name a few. The features that we have introduced are game changers and



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Group Managing Director – Travel Designer Group, Founder – Rezlive.com

are still the industry standards,” he adds.

However, to survive in the industry, one needs to innovate every now and then. Shah says, “As far as customer experience is concerned, we have state-of-the-art infrastructure, backed by 24x7 service support and local presence in 22 countries. From business perspective, we have

been working on increasing our direct connectivity with leading hotel chains across the world and have been majorly concentrating on post-sale services. Also, to reach out to a larger target audience, we have a bigger and better sales team. We have even made RezLive.com responsive, in order to provide better booking experience to our travel partners.”

Rezlive offers a plethora of products for the agents. Elaborating, he says, “Designer India, which is our inbound DMC, takes care of the needs of our travel partners for India, Nepal and Bhutan. Rezlive Thailand is the inbound Thailand DMC, and Designer Packages is the outbound product offering packages for across the globe. Travel Designer WLL is the Qatar DMC, and XMLHUB is our wholesale reservation system for XML needs.” 