

# EaseMyTrip uses Global Call Forwarding as its one-stop shop for global telephony services.



- ▶ **Company Name:** EaseMyTrip
- ▶ **Industry:** Travel
- ▶ **Founded:** 2008
- ▶ **Client Since:** 2021
- ▶ **Website:** [www.easemytrip.com](http://www.easemytrip.com)

## OVERVIEW

Since its inception in 2008, EaseMyTrip bootstrapped its remarkable growth to Unicorn status and IPO and is now a leading name in the Indian travel industry.

The company offers a comprehensive range of travel-related products and services, including hotel bookings, air tickets, holiday packages, bus bookings, cruise bookings, and white-label services. They cater to tens of millions of passengers traveling domestically and internationally.

## CHALLENGE

EaseMyTrip supports its large global customer base through a number of channels, including a 24/7 helpline. Its support agents are available whenever needed, and EaseMyTrip is very highly rated on review websites for having a customer-centric approach and providing great deals to travelers.

It has international offices in six countries, including Singapore, the UAE, the UK, the USA, Thailand, and the Philippines. In order to deal with a single service provider for multiple locations, EaseMyTrip wanted to find a one-stop shop for its global telephony services.

The company tested a few different service providers, but none were able to provide reliable toll-free and local telephony services in all 6 locations where it operates.



# Customer Stories



## SOLUTIONS

Global Call Forwarding provides toll-free numbers and geographic phone numbers in more than 150 countries worldwide. Our long-standing partnerships with local and regional telecom operators enable us to provide reliable global coverage from even the most remote countries.

We provided EaseMyTrip with coverage in the six countries as needed and offered the company a wide range of local phone numbers and international toll-free numbers to choose from.

## RESULTS

With Global Call Forwarding, EaseMyTrip was able to consolidate global telephony services under one provider.

Our high-availability network and foolproof telephony solutions have helped EaseMyTrip provide uninterrupted support to international clients. In addition, the company administrators are able to easily access reports, billing, and modify call management settings in real-time through an intuitive online interface.

Our platform has been a one-stop-shop solution for the business VoIP needs of EaseMyTrip.

The screenshot shows the EaseMyTrip website's flight booking interface. At the top, there are navigation links for FLIGHTS, HOTELS, TRAINS, BUS, HOLIDAYS, CABS, CRUISE, CHARTERS, and MORE. On the right side of the header, there are links for Manage My Booking, 24x7 Helpline, English, and My Account. The main search area is titled "Search Lowest Airfare" and includes fields for One-Way, Round-Trip, Multi-City, departure city (Delhi), arrival city (Mumbai), travel dates (28/01/2022 to 30/01/2022), number of travellers (1 Traveller(s)), class (Economy), and a "SEARCH" button. Below the search form, there are several informational boxes: "Important Info" about booking cancellations, a "Travel Guide" for guidelines and state-wise quarantine rules, and a green box about "FREE Full Refund due to Medical Reasons". At the bottom, there is a section for "Exclusive Offers" featuring three deals: "Domestic Flight Offer" (Huge Savings on Domestic Flights), "Cashback Offer" (Book Train Ticket to Get 50% cashback), and "Star Air" (Fly High with Star Air Airlines Starting at Rs.1403).

## GlobalCallForwarding

Global Call Forwarding is a leading provider of local and toll free numbers in the US and international markets, we successfully serve thousands of businesses around the world, from small enterprises to large multinational corporations, utilizing an advanced global network and innovative service features.

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