VMS TRAVEL TECH

COMPANY PROFILE · 2026

Travel, technology and operations, *under one roof.*

Nine services across outsourcing, managed travel and technology, delivered by one accountable team from New Delhi, Noida and Mohali.



2016	300+	3	IATA
Founded in New Delhi	People on the team	Offices in India	Authorised

WHO WE ARE

We build travel businesses. We know because we *run one.*

VMS Travel Tech is a team of travel experts, engineers and operations specialists, headquartered in New Delhi with offices in Noida and Mohali. Since 2016 we have helped travel agencies, airlines, online travel brands and growing businesses sell more, serve better and spend less time on busywork.

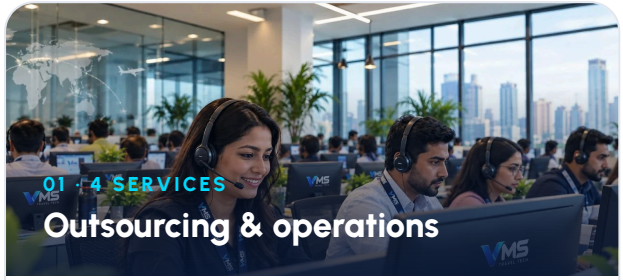
We also run our own travel brand, ASAP Holidays, on the same technology and operations we offer our clients. Every process we sell, we use every day.

2016	300+	10+	3
Founded	People	Processes run for clients	Offices in India



WHAT WE DO

Three practices. *Nine services.*



01 · 4 SERVICES

Outsourcing & operations

Trained teams that run your daily operations, day and night.

Travel & Leisure Outsourcing

Reservations, customer service, loyalty and back office for travel brands.

Legal Process Outsourcing

Legal research, contracts, IP and litigation support for lean legal teams.

Customer Interaction

Customer support, technical help and sales by phone, chat and email.

Finance & Accounting

Payables, receivables, reporting, payroll and compliance support.



02 · 3 SERVICES

Managed travel

Business travel, AI support and clear reporting.

Travel Management

Flights, hotels and ground transport booked and managed for your people.

AI Customer Assistance

Instant answers to common questions, with a smooth hand-off to a person.

Data Analytics

Market research and analytics that turn numbers into clear next steps.



03 · 2 SERVICES

Tech & marketing

Booking platforms and the marketing that fills them.

Travel Portals

Branded travel portals for booking, payments, expenses and reports.

Digital Marketing

Plans and campaigns built around your goals, measured by what they bring back.

WHY CHOOSE VMS

Six reasons businesses *work with us.*

01

We know travel

Our people know fares, airline rules and how travellers think, so our advice fits the real travel world.

02

Your data stays safe

Customer details and payments are handled with care, behind strict security controls.

03

One partner, not five

Travel services, technology and outsourcing from one team, so nothing falls between suppliers.

04

Lower costs, same quality

Hand over support, data and reservation work, and cut costs without cutting corners.

05

Trusted since 2016

Travel and service businesses have relied on us for their day-to-day work since 2016.

06

We stay after launch

Regular updates, steady improvements and a team you can always call.

One team owns the whole job, *from code to calls to campaigns.*

No hand-offs between suppliers.

LEADERSHIP

The people *steering the ship.*



Vikas Prabhakar

CHIEF EXECUTIVE OFFICER

> *"Travel should feel easy, for travellers and for the businesses that serve them. That's what we work for every day."*

Vikas brings more than 25 years in business process and executive management in travel, including senior roles at Mondee India, LBF Travel and Fareportal.



Kumar Gaurav
Company Director & Financial Controller



Manish Saini
Director, Sales & Customer Success



Hemant Singh Chauhan
Director, BPO Operations & Business Excellence



Munish Mongia
Head, Strategic Business Unit & New Initiatives



Abhishek Kumar
Director, Strategic Planning & Product Development



Subhashree Patnaik
Director, BPO & Foreign Language Operations

HOW AN ENGAGEMENT RUNS

From first call to *steady state.*

Four stops, whichever service you choose. Most clients start with one process, see the quality for themselves, and grow from there.

1

STOP 01

Listen

We start by understanding how your business works and where it hurts.

2

STOP 02

Plan

We sketch the simplest route to a better result and agree how we will measure it.

3

STOP 03

Build

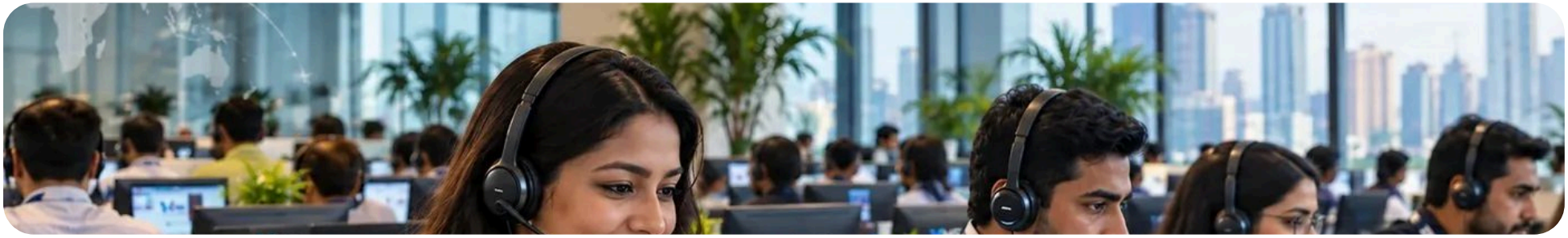
We set it up, connect it to what you already use, and test it properly.

4

STOP 04

Run

We launch alongside you, then stay close, day and night.



Start small: one process, one team, measured from day one.

Scale up for peak seasons, new markets or extra hours as trust grows.

TRUST & CONFIDENTIALITY

Your data, *handled with care.*

Handing over work means handing over trust. These are the commitments behind every VMS engagement.

Confidentiality first

Access rules, transfer terms and a non-disclosure agreement are agreed before any document or data changes hands.

Careful data handling

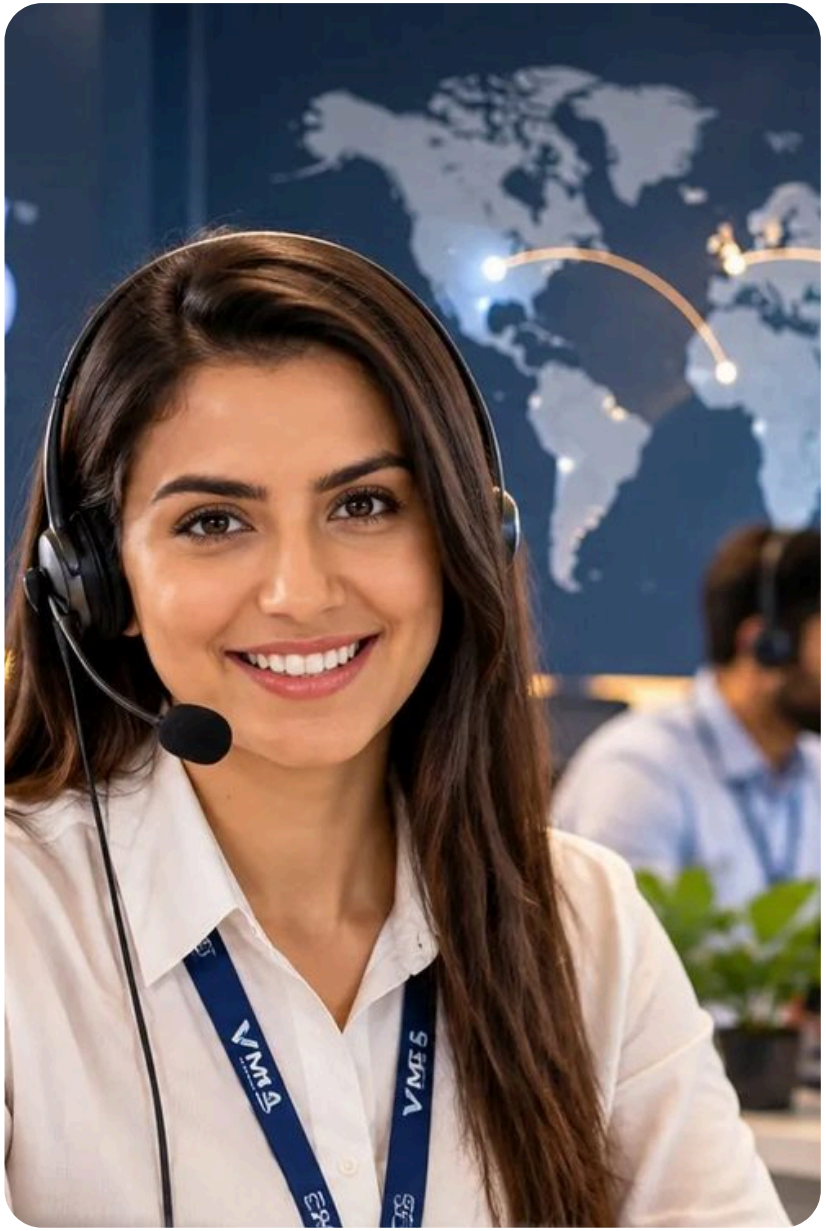
Customer details and payments are handled with care, behind strict security controls, and only by the people who need them.

You stay in control

Clear reporting, agreed measures and regular reviews, so you always know what is happening and can change course.

IATA authorised

VMS Travel Tech is an IATA authorised travel agent, operating to industry standards since 2016.



VMS TRAVEL TECH

LET'S TALK

Ready when *you are.*

Tell us what you run today and what you would like to change. A real person will reply, with the simplest way forward and no obligation.

CALL

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Support 24/7, every day

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Offices also in Noida and Mohali · CIN U74999DL2016PTC304961

