

For Immediate Release

Plaza Premium Group Partners with TCS to Transform the Airport Hospitality Experience

Tata Consultancy Services' New Passenger Services Technology Platform Will Additionally Enhance Operational Excellence, Improve Employee Experience and Reinvigorate Business Growth

(HONG KONG | MUMBAI, December 16, 2021) Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) announced that Plaza Premium Group (PPG), a global airport hospitality services provider based in Hong Kong, has selected TCS to develop an end-to-end digital platform that will improve customer experience and operational excellence at its 70 airport locations that serve 20 million passengers annually.

The long-term partnership focuses on reimagining the end-to-end airport travel experience across three core areas: customer experience, employee experience and operational excellence. Leveraging its deep domain knowledge of the air transport sector, TCS is creating a first-of-its-kind customized Passenger Services Technology Platform for PPG.

The new platform will enhance customer experience by simplifying reservations for various services at PPG's lounges and other hospitality outlets. It is also expected to improve sales and marketing, customer engagement, back-of-house command and control, manpower management, training, and the entire operation information management system, creating a 360-degree service delivery scope. The platform will integrate into the larger B2B partner ecosystem enabling seamless product offerings, selection and service integration, enhance the airport hospitality experience, and reinvigorate business growth.

The platform is expected to be first deployed at Bangalore International Airport Limited in early 2022.

"Plaza Premium Group is committed to creating world-class, seamless airport hospitality experience for global travellers. In the new travel era where technology is core to the customer experience, we see the investment in building our own technology capability instrumental to address evolving customer expectation. We are excited to partner with TCS, a leader in its field, to develop an end-to-end passenger services technology solution that is first in the market." said **Olivia Chang, Chief Information Officer, Plaza Premium Group.**

"We are delighted to partner with Plaza Premium Group to develop a future-ready technology platform that is helping revolutionize the air travel hospitality experience, just as the world is re-emerging into a back-to-travel landscape. With the new platform developed by TCS, PPG is better enabled to deliver an outstanding customer experience, receive better business intelligence, and drive growth worldwide. We look forward to growing this partnership further globally," said **Girish Ramachandran, President, TCS Asia Pacific.**

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About Plaza Premium Group

With a mission to *Make Travel Better*, Plaza Premium Group is the pioneer and industry leader in innovating global airport hospitality services and has facilities in over 250 locations of more than 70 international airports across the world. Established in 1998 and headquartered in Hong Kong, the group comprises four core business segments – airport lounges Plaza Premium First and Plaza Premium Lounge; airport terminal hotels Aerotel; airport meet & greet services ALWAYS and a range of Airport Dining concepts. The Group has also developed Smart Traveller, a mobile-app based global airport membership programme that is designed for air travellers, offering uniquely-curated perks, benefits and rewards experience through points earning and redemption. In addition to its own brands, Plaza Premium Group provides airport hospitality solutions to leading airlines, alliances and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, China Southern Airlines, Virgin Atlantic, Air France, Star Alliance, SkyTeam, American Express, Capital One and many more.

The Group has won more than 60 accolades in the last five years, including “World’s Best Independent Airport Lounge” for five consecutive years from 2016 to 2021 at the Skytrax World Airline Awards, the global benchmark of aviation excellence, and “Best Airport Lounge Operator” for 2018 & 2019 by *TTG Asia* magazine. In 2020, the Group has successfully been awarded ISO 9001:2015 for Hong Kong Headquarters, proving the quality management in providing airport lounge services. In addition, the group’s Founder and CEO Mr. Song Hoi-see was named Ernst & Young Entrepreneur of The Year and Master Entrepreneur of The Year 2018 Malaysia. Plaza Premium Group currently employs over 5,000 staff and serves more than 20 million global passengers annually. By continuously innovating and striving to surpass travellers’ expectations of airport experiences, the group is growing exponentially across major international airports globally.

To learn more: www.plazapremiumgroup.com

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About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world’s largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India’s largest multinational business group, TCS has over 528,000 of the world’s best-trained consultants in 46 countries. The company generated consolidated revenues of US \$22.2 billion in the fiscal year ended March 31, 2021, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS’ proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit <https://www.tcs.com/>

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