TATA COMMUNICATIONS

itq
TRAVELPORT
Official Partner

Case Study

ITQ Technologies Accelerates Digital Transformation with Robust Cloud and Security Services

With Tata Communications' Vayu Cloud and SIEM solution, ITQ Achieves Scalable Operations, Compliance Adherence, and Business Agility

vayu | Cloud

In the dynamic travel technology space, where real-time connectivity, high system uptime, and robust data security are critical, ITQ stands out as a technologically advanced organisation committed to delivering exceptional customer experiences. ITQ partnered with Tata Communications to implement Vayu Cloud and Cybersecurity Services. This strategic collaboration established a secure, scalable, and future-ready digital environment—transforming ITQ's operations and propelling it to the forefront of the travel industry. Tata Communications played a pivotal role in enabling this transformation, empowering ITQ to lead with innovation and customer-centricity.

Adapting Business to Cloud & Customer Demands

ITQ had been operating as an on-premises organization for many years. As cloud adoption accelerated across industries, the company began contemplating its own transition. One of the key considerations was how to manage the residual value of existing CapEx investments. ITQ wanted to ensure future-proof business outcomes in line with rapidly evolving cloud computing, application performance and customer expectations.

The key drivers that ultimately led to the transition included:

Continuous capital investments that require significant upfront costs and can impact cash flow

Technical obsolescence and limited elasticity in how far infrastructure investments can stretch

Dependence on niche talent to manage an ever-evolving IT environment, which can be difficult to hire and retain

Ongoing skill upgrades and the burden of frequent training, pulling focus from core business

Short infrastructure shelf life that requires regular reinvestment

Loss of business focus due to the growing demands of managing infrastructure instead of driving outcomes

These factors collectively made it clear that continuing with an on-prem model would only increase operational strain. Transitioning to the cloud became a strategic move to simplify operations and refocus on ITQ's business priorities. ITQ proactively chose to transition to a cloud model, to stay agile, avoid operational strain, and future-proof its technology landscape.

About ITQ

ITQ Technologies Pvt Ltd. holds leadership position in travel technology industry with its avant-garde travel technology solutions. Bringing non-pareil inventory options to travel retailers' desktops and mobile phones, ITQ renders the process of travel booking and agency management, seamless. As sole distributor of Travelport in India, Sri Lanka, Maldives and Bhutan, ITQ invigorates the connection between travel retailers and airlines through a vast network of data.

Seamless Cloud Transformation Backed by Deep Operational Expertise

Today, a significant majority of ITQ's workloads are hosted on Tata Communications' Vayu Cloud, with nearly the entire application landscape running on the platform. Approximately 97% of workloads are now on Vayu Cloud, with the remaining 3% being transitioned to Vayu AI Cloud.

The engagement between ITQ and Tata Communications is structured as a comprehensive, end-to-end managed service for cloud infrastructure, delivering strong value through operational rigor and a structured support approach across the following areas:

Centers of Excellence (CoEs):
Each layer of the cloud platform is supported by dedicated Centres of Excellence. Whether an issue is reactive or proactive, the relevant CoE is swiftly engaged. Subject matter experts are made available within defined SLAs, ensuring timely and effective resolution.

Beyond Routine Operations:
Tata Communications plays a proactive role in onboarding new applications and enabling modern workloads on emerging platforms like its AI Cloud. Specialized teams work closely with ITQ to address implementation gaps, provide platform and hardware optimization insights, and ensure all new deployments are cloud-ready from day one.

A Delivery Model That Stands Apart:
Tata Communications' engagement model is built on specialization, agility, and deep collaboration. Its structured involvement, proactive support, and technical depth have enabled a seamless, reliable, and high-value partnership, setting a benchmark compared to ITQ's past experiences with other cloud providers.

> "There are teams engaging and working very collaboratively to resolve differences and bring in more value, whether through processes or understanding of technology-based hardware, to better complement the applications. That's proactiveness. It comes from the fact that there are subject matter experts or a Center of Excellence that adds better value in terms of how to put the platform in a far more conducive structure for the applications to seamlessly work on. And I think that's the key difference we find with Tata Communications and not with other providers, because this part has not been seen by us.

Anil Porter,
CIO, ITQ Technologies

Data Security as a Strategic Priority:
ITQ's Trusted Approach

Data Security: A Business Imperative in a Sensitive Industry

In today's data-driven world, especially in sectors like travel technology where sensitive personal and business information flows constantly, data security is not optional, it's essential. ITQ recognizes that the impact of a security lapse goes far beyond technical disruption. It can severely damage brand reputation and invite serious legal repercussions.

With rising regulatory scrutiny, including the upcoming DPDP Act, organizations handling Business Identifiable Information (BII) and Sensitive Personal Data or Information (SPDI) face heightened responsibilities. For ITQ, this means security must be treated as a top priority, not just internally, but across all its technology partners and systems.

Choosing a Security Partner That Operates in Letter and Spirit

When evaluating a Security Operations Center (SOC) partner, ITQ looks beyond technology stacks. For them, the most important factors are the maturity of processes, the consistency of delivery, and the integrity of the organization behind it. Tata Communications was chosen because of its unwavering commitment, not just to SLAs, but to upholding the broader intent of data protection and compliance.

Tata Communications' reputation as a brand that values trust, combined with its growing Center of Excellence (CoE), evolving frameworks, and experience across diverse industries, made it the right choice. The collaboration brings ITQ insights and depth that would be difficult to achieve independently. While many organizations often overlook the long-term implications beyond cost when selecting a SOC partner, ITQ was clear that legal accountability, brand reputation, and regulatory alignment were non-negotiable.

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All Tata organizations value their brand repute and standing, that's something we consider when trusting key responsibilities. Tata Communications has a maturing CoE, implements new frameworks, adopts new technologies, and brings in insights from working across industries, something ITQ alone can't achieve. That's the beauty, it keeps our security maturity evolving.

Anil Porter,
CIO, ITQ Technologies

Compliance, Control, and Trust: Strengthening Security Infrastructure with Tata Communications

Strengthening Security Outcomes with End-to-End SIEM Ownership

ITQ had earlier used a different SIEM setup when operating on-prem. They later reassigned the platform responsibility entirely to Tata Communications. The team was given full flexibility to manage the SIEM platform, including upgrades, new implementations, and process maturity, driven by the principle of delivering results, not just running systems, which happened seamlessly.

The outcomes were clearly defined: protect the infrastructure, and in turn, ensure the confidentiality, integrity, and availability (CIA) of data. Tata Communications was responsible for choosing and managing the platform that would deliver on these core objectives.

This managed model goes beyond routine monitoring; Tata Communications takes complete operational ownership of the security environment. Their consistent delivery of value and strong oversight has ensured that no such incident has occurred under their stewardship to date.

Driving Compliance Confidence with Embedded GRC Services

Progressive organizations like ITQ maintain robust processes, controls, and cyber risk security measures, enhancing both organizational compliance and the value delivered to customers, employees, and shareholders.

Governance, Risk, and Compliance (GRC) at ITQ is viewed as a joint responsibility rather than a function that can be fully outsourced. While ITQ defines its internal frameworks and application-level requirements, Tata Communications plays a critical role in ensuring end-to-end compliance alignment through its managed GRC services. This partnership enables ITQ to maintain a strong compliance posture across infrastructure and applications, with zero non-compliance reported to date.

Core Elements of ITQ's GRC Partnership with Tata Communications

Strong Audit Performance: GRC practices are regularly reviewed by both internal teams and Big Four auditors, with no non-compliance reported at the board level.

Shared Accountability: ITQ manages internal policies while Tata Communications ensures alignment with industry best practices.

Structured Compliance Oversight: Regular audits, policy checks, and procedural enforcement are handled with discipline and consistency.

Integrated Approach: GRC is seamlessly delivered alongside SOC and platform-as-a-service, ensuring a cohesive governance model.

Comprehensive Visibility: ITQ gains full visibility across governance layers- including infrastructure, data, and application-level controls.

Continuous Improvement Culture: Structured and mature approach promotes ongoing refinement of ITQ's internal compliance frameworks.

With Tata Communications as its technology partner, ITQ has built a modern, secure, and scalable cloud environment. The shift to Vayu Cloud, Cybersecurity and GRC services has improved agility, strengthened compliance, and reduced operational burden. Backed by deep expertise and trusted collaboration, ITQ is now well-positioned to support the evolving needs of the travel technology landscape.

TATA COMMUNICATIONS

Build your future through a digital customer experience

If you are a enterprise looking to transform the way your customers experience your product, talk to your Tata Communications representative about your company's digital transformation.

- How you can reach your high value customers in the most convenient way?

Transform Now

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a leading global commtech (communications technology) player powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit www.tatacommunications.com

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