

yatra | Case Study

Yatra Transforms Operations with Reliable and Secure Network Solutions

With Tata Communications' IZO™+ SDWAN, Yatra strengthens its network infrastructure, secures connectivity, and enhances operational agility with simplified network management.

izoTM+ | SD-WAN

In the travel and tourism industry, network services form the backbone of business operations. Multiple offices, distributed teams, and high transaction volumes demand a reliable and secure network to ensure seamless collaboration and smooth data flow. Effective network management is therefore essential to maintain operational efficiency, reduce downtime, and support the scalability of business functions. Yatra partnered with Tata Communications for seamless network management, reducing heavy CAPEX and eliminating dependence on multiple service providers. With the deployment of IZO™+ SDWAN, Yatra achieved greater agility, simplified management, and improved performance across its distributed offices.

Redefining Network Operations: From Complexity to Agility

Before adopting IZO™+ SDWAN, Yatra experienced several hurdles in managing its network across multiple branch offices. Each office had independent connectivity, making it difficult to integrate smaller branches with the head office and data centers. Managing security, device configurations, and policies across these dispersed locations was complex and resource intensive. Additionally, reliance on traditional MPLS networks and multiple internet service providers, combined with aging equipment, created operational inefficiencies and increased costs.

The key considerations that prompted the transition to IZO™+ SDWAN

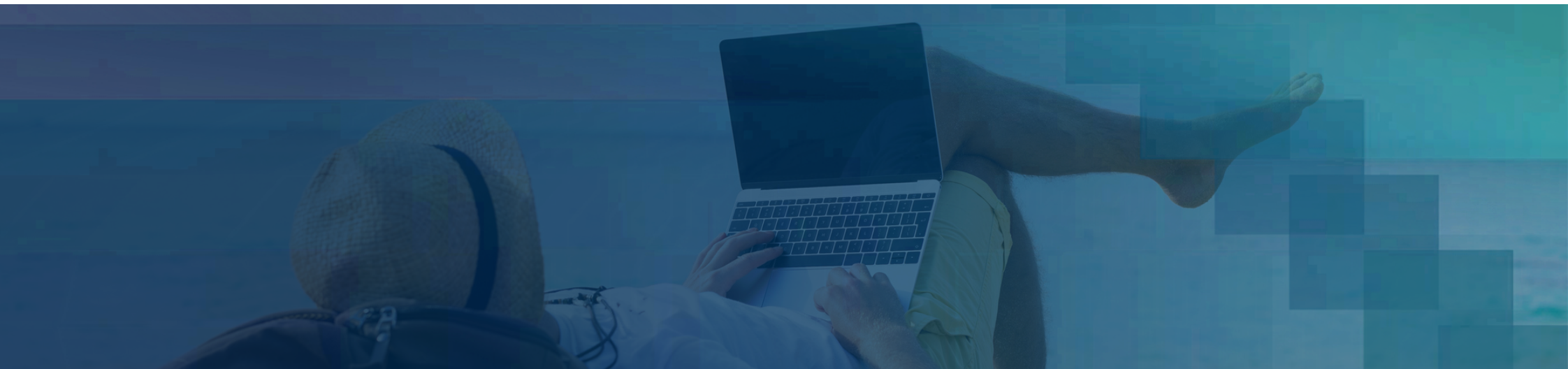
Fragmented Connectivity and Integration: Branch offices had independent connectivity, making seamless integration with the head office and data centers difficult. Smaller branches lacked secure connectivity and relied solely on broadband.

Complex Security and Device Management: Managing group policies, security, and devices across multiple locations was cumbersome. Firewalls and network equipment were managed individually at each office. Technical associates were required on-site to handle routers and physical hardware, increasing operational overhead.

Aging Infrastructure and High Costs: Most network equipment had reached end-of-life and end-of-support, requiring significant CapEx for a technology refresh.

Multi-Vendor Coordination and Lack of Visibility: Coordination with multiple service providers across different locations added complexity. There was no visibility into the network inventory.

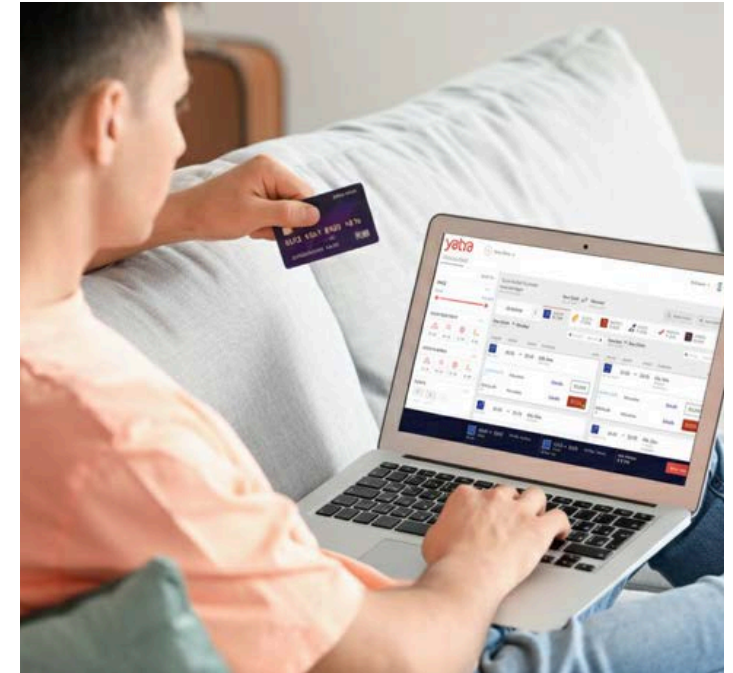
Partner Office Network Challenges: Yatra, as a travel partner for TCS, has teams operating from TCS offices in Mumbai, Delhi, and Chennai. Connectivity to these offices was provided by another service provider, requiring users to connect via VPN to access the corporate network. This setup frequently led to challenges and became a recurring discussion point in monthly review calls with managers and customers.



Recognizing the need to enhance operational efficiency, strengthen network security, and simplify management across multiple branch offices, Yatra decided to modernize its network infrastructure. The goal was to adopt a solution that could provide seamless connectivity between offices, improve visibility into network assets, reduce reliance on multiple service providers, and support future scalability.

After implementing IZO™+ SDWAN, it has certainly helped us with management, as it is a fully managed IZO™+ SDWAN solution from Tata Communications. Earlier, we used to manage the firewalls ourselves at different offices – handling locations, connectivity, security and everything else. But now, after moving to IZO™+ SDWAN, all of that is taken care of by Tata Communications, which has helped us focus on other areas.

Deepak Bisht,
AVP-IT Infrastructure,
Yatra



Empowering Operations with Managed IZO™ + SDWAN



To support its growing digital ecosystem and ensure seamless connectivity across multiple locations, Yatra adopted Tata Communications' IZO™+ SDWAN solution. This transformation has empowered the company with enhanced security, optimized network operations and provided robust remote management capabilities.



Secure and Agile Connectivity

IZO™+ SDWAN supports Yatra's private networks, enabling secure data transfer between their offices and GCP. Applications such as ERP, CRM are now fully protected, eliminating concerns over the security of in-transit data.



Simplified Network Management

For Yatra teams operating from TCS offices in Mumbai, Delhi, and Chennai, IZO™+ SDWAN has eliminated the need for VPN connectivity that was earlier required to access the corporate network. Device management has become easier, network performance has improved, and operational bottlenecks have been reduced.



Remote and End-to-End Support

Previously, technical associates were required on-site at multiple locations to manage routers and network hardware. With Tata Communications' fully managed IZO™+ SDWAN service, remote support now ensures end-to-end management, reducing the dependency on on-site resources.



Enhanced Manageability Through TCX Portal and Streamlined Operations

Yatra's networking team uses the TCX portal to log tickets and monitor link status during downtimes. The automatic ticket generation tool provided by Tata Communications enables quick resolution and helps the team track and manage inventory. Yatra values the ease of management, highlighting that they have never encountered a situation where the team did not respond or required escalation. Routine operations are handled smoothly, without major issues, making manageability one less concern with Tata Communications. With Tata Communications' managed IZO™+ SDWAN services, Yatra now has a single provider under one umbrella, further simplifying coordination and overall network management.

We have a long-term partnership with Tata Communications, and we trust them for their services and the kind of support we receive from their team. We have never faced a situation where the team did not respond or where we had to escalate an issue.

Deepak Bisht,
AVP-IT Infrastructure,
Yatra



Driving Growth Through Network Modernization

With the adoption of Tata Communications' IZO™+ SDWAN, Yatra has redefined its network operations, achieving a new level of efficiency, reliability, and agility across its distributed offices. The solution has not only strengthened internal connectivity and streamlined management but also enabled the company to focus on strategic initiatives, while ensuring secure, uninterrupted operations and optimized costs.



Unified Network Management

Having a single managed service provider simplifies coordination, enhances operational efficiency, and supports scalability across offices.



No Downtime

Connectivity is reliable across all locations, eliminating interruptions and supporting uninterrupted business operations.



Operational Agility

Teams can focus on strategic priorities without worrying about routine network management. Fully managed by Tata Communications, IZO™+ SDWAN eliminates the need for on-site technical associates, reducing operational overhead.



Cost Savings and Optimized ROI

Instead of investing heavily in refreshing aging infrastructure spread across multiple service providers and hardware, Yatra adopted IZO™+ SDWAN—eliminating unnecessary CapEx, simplifying operations, and ensuring a positive ROI.

By embracing Tata Communications' fully managed IZO™+ SDWAN, Yatra has not only modernized its network infrastructure but also laid a strong digital foundation for future growth. With secure, reliable, and agile connectivity across its offices, the company has eliminated operational bottlenecks, reduced costs, and simplified management under a single provider. This transformation enables Yatra to remain focused on its core mission—delivering seamless travel experiences to millions of customers.

About Yatra

Yatra is India's leading corporate travel services provider and one of India's leading online travel companies, with the goal of becoming "India's Travel Planner." Leisure and business travellers use Yatra's mobile applications, its website, www.yatra.com, and its other offerings and services to explore, research, compare prices and book a wide range of travel-related services. These services include domestic and international air ticketing on nearly all Indian and international airlines, as well as bus ticketing, rail ticketing, cab bookings and ancillary services within India. With approximately 80,000 hotels and homestays in approximately 1,500 cities and towns in India as well as more than 2.5 million hotels around the world, Yatra has the largest hotels inventory amongst key Indian OTA players.

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a global digital ecosystem enabler 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

Follow us

