



Amit Bhatia

Chairman and Managing Director
Mach Travel Solutions Limited



How is technology helping Mach Travel Solutions manage complex travel requirements and deliver a consistent customer experience at scale?

Our approach to travel technology combines digital convenience with human support. In Corporate Travel, structured booking workflows, approvals and reporting help clients gain visibility and control over their travel requirements. For clients managing frequent or large travel programmes, clearer information can support timely decisions and help service teams respond when plans change. Across our businesses, technology supports supplier coordination, customer communication and the management of complex group movements.

We are also developing Machtravel.com, our B2C online travel platform, currently available for public. Customer feedback will help us refine the experience as the platform develops.

The focus is on making each stage of the journey easier to manage, with consistent processes and access to service teams when travellers need assistance. This combination will be essential as we scale.

Which business segments will shape Mach Travel Solutions' growth over the next five years?

Over the next five years, we expect

growth to come from both established capabilities and emerging businesses. Corporate Travel offers opportunities to develop recurring client relationships, while MICE remains a core strength.

B2B, Leisure, Inbound Travel and Government & Institutional Projects broaden our opportunity across distribution, individual travellers and complex institutional programmes. Inbound Travel also provides a dedicated focus on international travellers visiting India.

Our B2C platform offers another way to build direct customer relationships. We intend to scale these businesses sustainably, strengthen our technology backbone and deepen service capabilities, with growth guided by operational readiness and customer needs. Developing domestic and international relationships should help us serve a wider customer base while maintaining attention to execution quality and long-term value. ■

What strategic choices helped Mach Travel Solutions expand from MICE services into a technology-enabled travel solutions company?

Mach Travel Solutions Limited built its MICE business around execution quality, supplier relationships and the ability to manage complex travel programmes. We are extending those strengths across Corporate Travel, MICE, B2B, Leisure, Inbound Travel and Government & Institutional Projects, creating a broader base for growth.

Investment in technology, people and processes supports this transition. Our change of name from Mach Conferences & Events Limited reflects the ambition to build a technology-enabled travel solutions company serving businesses, institutions and individual travellers across India and international markets. The strategic priority is to connect these capabilities through an integrated operating model, while retaining the service discipline that underpins our MICE business.