BOOKING HOLDINGS: BOOSTING THE RISK-RESILIENCE OF BUSINESS

E-commerce fraud has evolved and increased with the surge in online commerce since the pandemic. Bad actors are launching more sophisticated attacks. E-commerce losses to online payment fraud were estimated at US$41 billion globally in 2022, making cybersecurity an utmost priority for all digital companies.

Booking Holdings is the world's leading provider of online travel and related services, offered to consumers and local partners in more than 220 countries and territories through six primary consumer-facing brands: Booking.com, Priceline, Agoda, Rentalcars.com, KAYAK and OpenTable. Booking Holdings' mission is to make it easier for everyone to experience the world.

Across their operations, Booking Holdings' brands have always been keen to ensure comprehensive security powered by next-gen technology. To realize this, the company teamed up with Infosys to ramp up a Center of Excellence in Bucharest, Romania. The Center delivers services across critical business functions in cybersecurity, fraud management and analytics and TRAC (Trust, Risk, Assurance and Compliance). It also delivers services for financial systems development and support, IT development and support, application security, risk management, audit management and account security consultancy. Infosys Topaz™ AI-first solution plays a key role here in making these services truly cognitive. This initiative is driving improved speed to market, more innovative thinking and consistently rewarding business outcomes for brands like Booking.com.

Efforts at Infosys strengthen this collaboration to build innovative solutions in the travel domain. Infosys is also looking to continuously upskill its project team to build exceptional skill sets that can be leveraged to build these focused solutions.
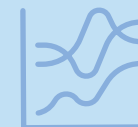
''Modern enterprises, with their digital footprint expanding past traditional perimeters, are increasingly susceptible to cybersecurity attacks. To be cyber-resilient, enterprises must embed security by design and operational measures to adequately protect products and services. To do this, they need to embrace AI-first threat management solutions. We have successfully adopted this approach at Booking Holdings and for our brands working collaboratively with Infosys.''

Spencer Mott
Chief Security Officer – Booking Holdings & Booking.com

CHANGING THE GAME WITH INTELLIGENCE

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ACCELERATING THE AI-FIRST JOURNEY FOR YOUR ENTERPRISE