



PegaWorld*iN*spire

JUNE 9-11, 2024 | LAS VEGAS

The Booking.com Interview

Key lessons in the PEGA implementation journey

Maarten Greven
Vendor Manager
Booking.com

Sandeep Katukuri
Governance Manager
Booking.com

Pratik Barasia
Engineering Manager
Booking.com

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Maarten Greven

Booking.com



Sandeep Katukuri

Booking.com

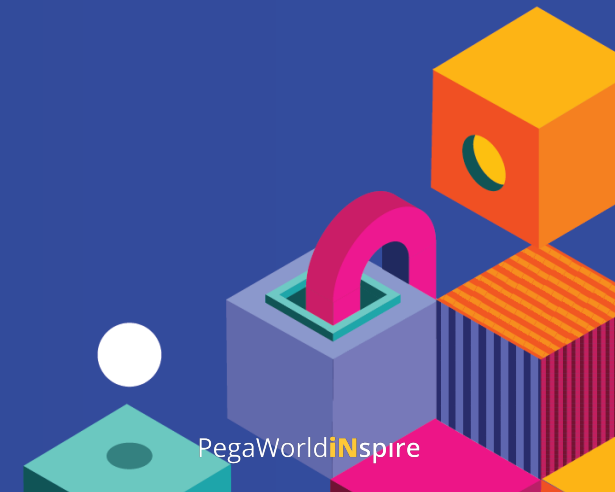


Pratik Barasia

Booking.com

Introduced by:

Simon Thorpe
Product Marketing Director





Making It Easier for Everyone to Experience the World.

About Booking.com

Booking.com



Flights to
4,500+
destinations
worldwide

327M+
verified guest
reviews and
24/7
customer service
in **45**
languages and
dialects

Since 2010,
Booking.com has
welcomed

4.5B+
guest arrivals

29M
total reported
listings
worldwide

7.4M
options in homes,
apartments and
other unique places
to stay

140 offices in **70** countries over
5,000 employees in Amsterdam

175,000
destinations around the world

Car hire available in **143+**
countries and pre-booked taxis in
over **600+** cities across
130+ countries

30
different types of
places to stay,
including homes,
apartments, B&Bs,
hostels, farm stays,
bungalows, even
boats, igloos and
treehouses

43,000+
curated bookable
attractions and
experiences



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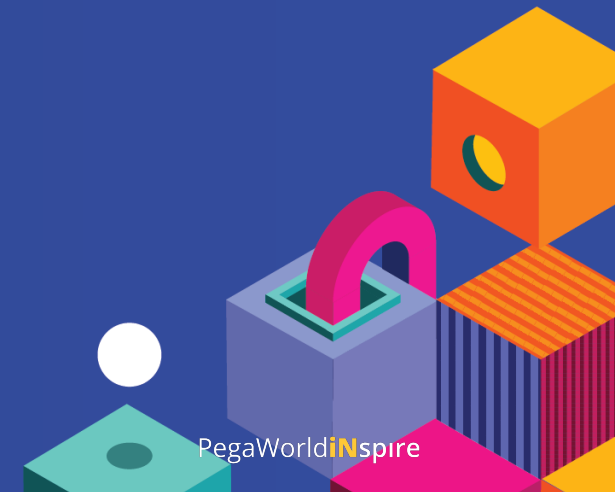
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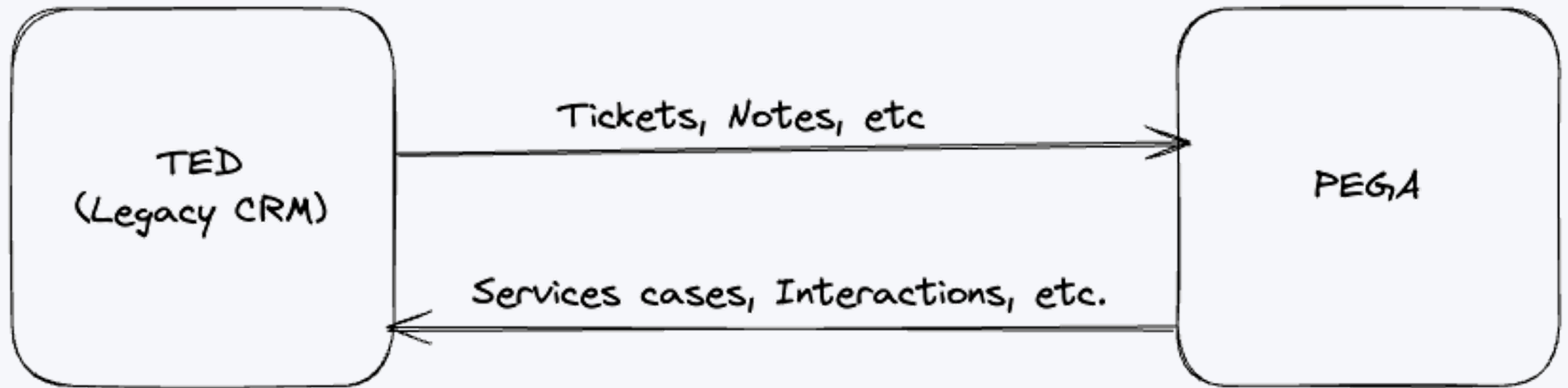
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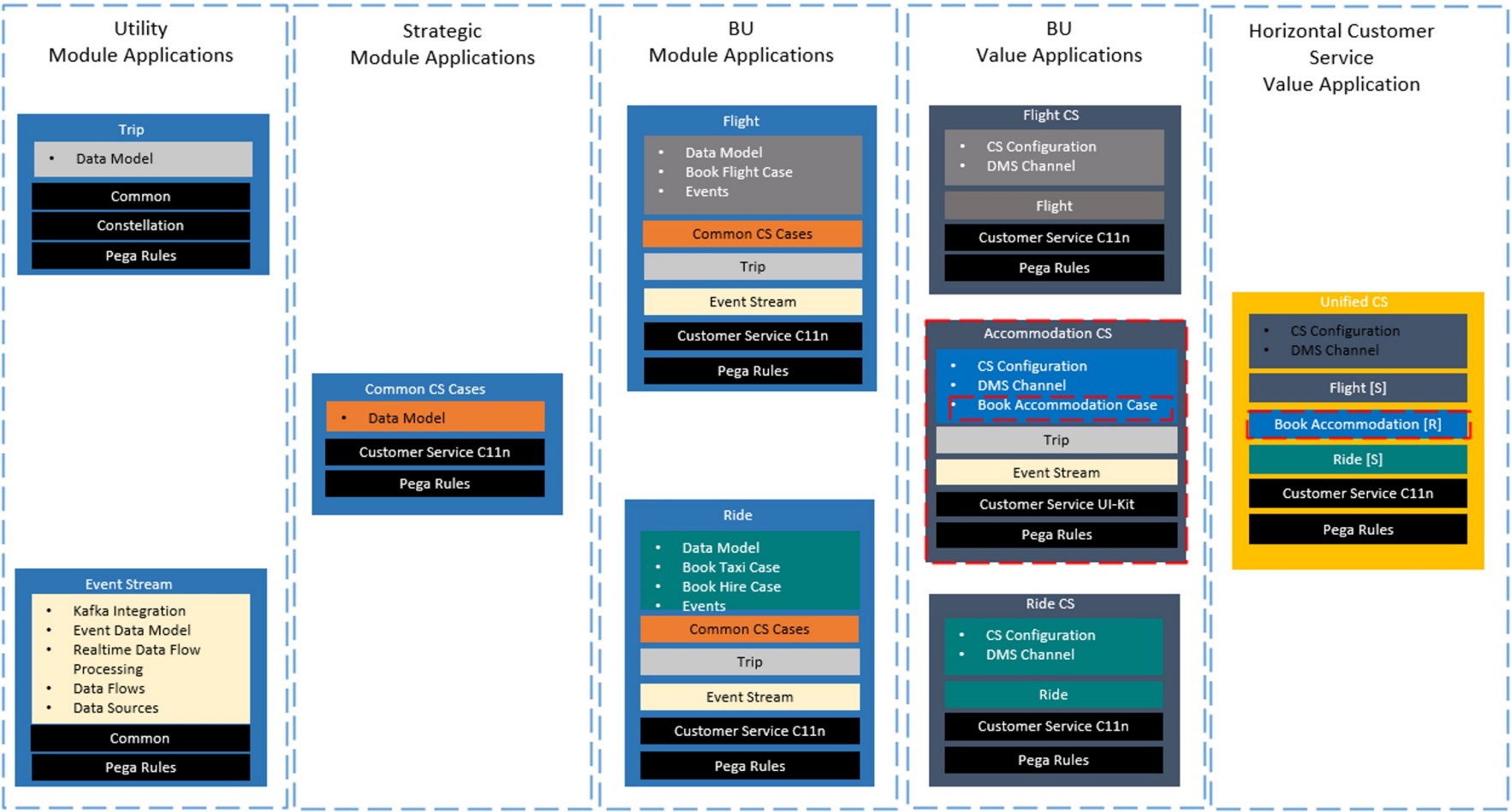
Duality in CRM Systems



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