

Online Travel Booking Portal Case Study

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Online Travel Booking Portal

Case Study

Success Story:

UAE Exchange & Travel (www.uaeexchangeandtravel.com)

Solution used: Online Travel Booking Portal

Industry: Travel

Client: The client is a Indian based Travel company engaged in providing traveling solutions to client.

The Objective: -

Develop an IT Implementation for UAE Exchange travels which will offer online services to its customers by integrating all of its offices into a single portal. The new online travels portal will allow creation of user accounts, periodic delivery of relevant information according to the taste of the customer or its buying habit, easy flight booking as compared to its peers, hotel booking and many other services. The system will also allow customers to make secure online payments and maintain their billing information. . The system will also help the company branches (across India 210 branches) to issue the quick airline tickets from any destination from the portal.

The Solution: -

XM Software Solutions offered attractive layout options to the client and client selected one. Different thirty part booking engines were integrated within the portal, so that a visitor can plan his holiday or business plan from single destination.

Online Flight Ticket Booking System (OFT) designed by us is a perfect blend of technology and quality. The OFT uses the services of world renowned GDS services like Amadeus and Galileo and for domestic reservation of flights of Air Deccan, Go Air etc thus assuring quality service round the clock.

With our developed portal, the customers can get all the information about the various travel services offered by you and can also book tickets online.

The portal covers a wide gamut of functionalities, including Bookings, Loyalty Promotions & Incentives, Corporate Travel, Advanced Passenger Information Systems etc .

Extensive customization of content and experience with service .

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Key Features of Online Flight Booking System

- Enables reservations directly into the travel supplier's or GDS' inventory
- Allows navigation through multiple options of airline tickets, availability, fares and tariffs
- Complete online travel experience to customers traveling across an airline's network
- Online inventories and access to fare information directly through the GDS/CRS
- Extended line of travel services & products through one single interface
- Multiple product offerings through a single interface of enhanced shopping experience
- Anytime, anywhere reach to customers
- Boost conversion rates with our enhanced web creative
- Ensure scalability with our hosting services
- Integrated workflow system bringing in the Quality and processes.

Process flow of Business to Business (B2B) system

The overall process involved following functionalities :-

- 1) The Agents/Corporate can book and issue tickets for their customer through our web site. A link redirecting to our website can be provided in the Agent/Corporate application or they can directly open our site using a standard browser

- 2) The user's credentials are verified.
- 3) The user selects particulars of the journey.
- 4) System fetches the required flight details from the GDS, and lists the same to the user.
- 5) The user selects a flight of his choice from the listed flights. And gives details needed for ticketing such as address of the passenger. Payment mode like Cash, or Bank cheque towards the price for the ticket etc.
- 6) The system again goes to the GDS with these details, to issue the requested tickets.
- 7) This results in a ticket with printable format.

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Process flow of Business to Customer (B2C) system

- 1) Customer visits the Travel company home page.
- 2) The user selects particulars of the journey.
- 3) System fetches the required flight details from the GDS, and lists the same to the customer.
- 5) The customer selects a flight of his choice from the listed flights. And gives details needed for ticketing such as address of the passenger. Payment mode like credit card towards the price for the ticket etc.
- 7) The system then redirects the user to bank's page to check the authenticity of customer's credit card
- 6) If the bank responded positively, The system again goes to the GDS with the details, to issue the requested tickets.
- 7) This results in a ticket with printable format.

XM Software Solutions Role

XM Software Solution was involved from the beginning of the project, which

- Design and Development
- Deployment and client education
- Support

The client was constantly in touch with XM Software Solution team and each module was tried and tested by client at different stages of development. The changes suggested by client were incorporated and the finished product was delivered to client. The client was also educated on managing the overall system.

The Technology

Development Tool: - Front End- J2ee in JBOSS server
Back End Sybase

Hardware Requirement: - Linux server with minimum 4GB RAM

Conclusion

The portal was successfully deployed on the client desired server. A ne-stop Shop Solution for UAE Exchange Travel wing to manage the application, infrastructure, support services so as to focus on their core business line.

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