

CUSTOMER OVERVIEW



RENOWNED TRAVEL PORTAL WITH COMPREHENSIVE TRAVEL BOOKINGS

The client has one of the largest travel portals in the world. The travel portal features a booking engine to enable the customers to do airline as well as hotel bookings. The portal also allows travel agents to book tickets on behalf of their customers. The portal has hundreds and thousands of transactions taking place on a monthly basis.

PROBLEM STATEMENT

SLOW PERFORMANCE OF THE BOOKING ENGINE

The client had decided to give more choices to the end customers on prices and locations in order to cater to the wide-ranging requirements. However, when the client implemented this idea, they realized that the performance of the system had slowed down significantly. There was an increase in the average time spent by the customer as well as in the number of queries from multiple GDS. This caused an increase in the load on server. As a result, various stakeholders of the portal such as end customers, travel agents, travel aggregators faced a lot of issues. The page loading time for displaying the search results for the booking engine was 30 seconds.



CIS SOLUTION

DEVELOPED EPOS SYSTEM TO REFINE CLIENT'S BUSINESS OPERATIONS

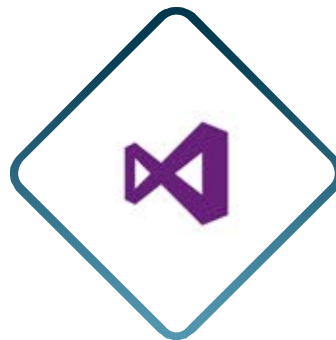
Despite of the challenges faced in understanding the existing code due to documentation issues, CIS managed to re-build the entire portal for optimum results. CIS solved the problem of page loading time by using 3 to 4 APIs simultaneously. The portal architecture was redesigned by changing the sequential API calling of Sabre & Amadeus into parallel processing of APIs and changing the output format from SLOPY XML to SOA.

The server performance was benchmarked. CIS suggested the right operating system, hardware and database settings. The coding was rewritten from VB.Net to C# to improve the performance. Functionalities like Charge back protection system, Back office integration system, Contact management and Travel business intelligent system were built into the existing system.

POSITIVE OUTCOME

The portal's speed and performance have improved significantly. 30 seconds of response time has come down to 3 seconds. The enhanced user interface has made the user experience much better and increased the number of repeat visitors. The portal is now included in travel aggregators like Skyscanner, Kayak etc. Uptime has increased from 60% to 99%

TECHNOLOGIES USED



Our Achievements



12+
YEARS
IN BUSINESS



05
WORLDWIDE
OFFICES



600+
EXPERT
TEAMS



10+
WEB
EXPERIENCE



5+
MOBILE
EXPERIENCE



5+
MARKETING
EXPERIENCE



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