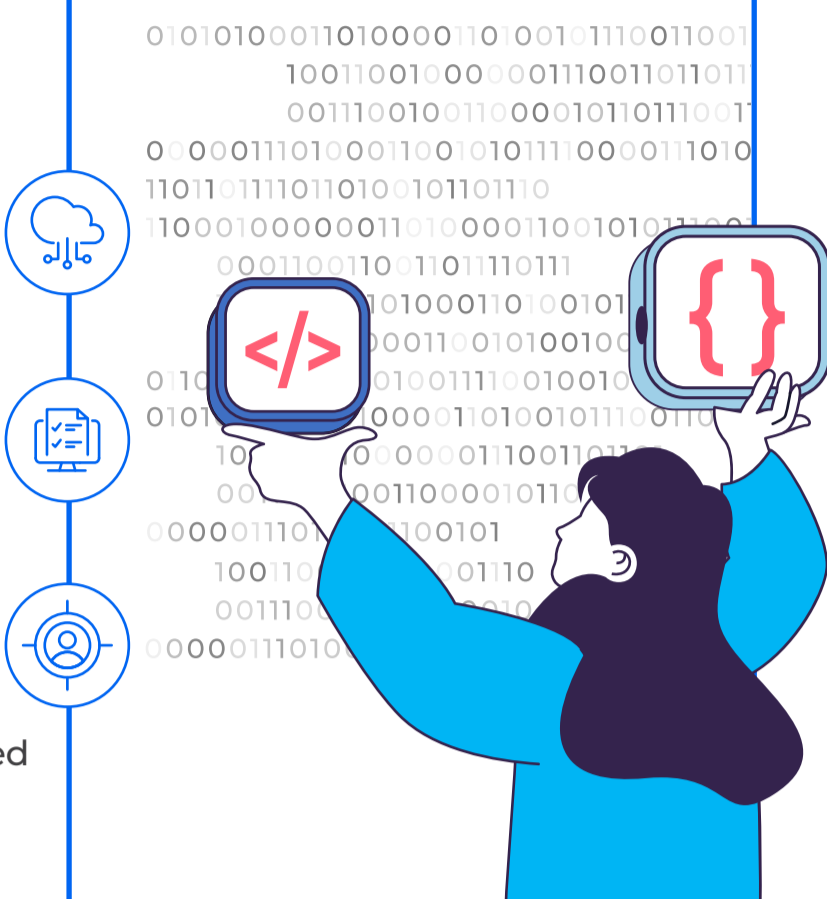




Assisted a leading **cloud-tech solutions provider in the aviation industry** to implement an advanced order management system

About the Client

- Provides cloud-tech solutions for the airline industry
- Core specialties include development in IATA New Distribution Capabilities and ONE Order resolution standards
- Aims to revolutionize the airline industry from the current ticket-based system to a technologically sophisticated customer-centric system



Business Needs

- Accommodate the needs of airlines pertaining to NDC APIs-based Order Management System
- Seamless fulfillment process for internal and external applications
- Facilitate airlines to choose the most optimum payment method as per the contracts with their respective distribution partners



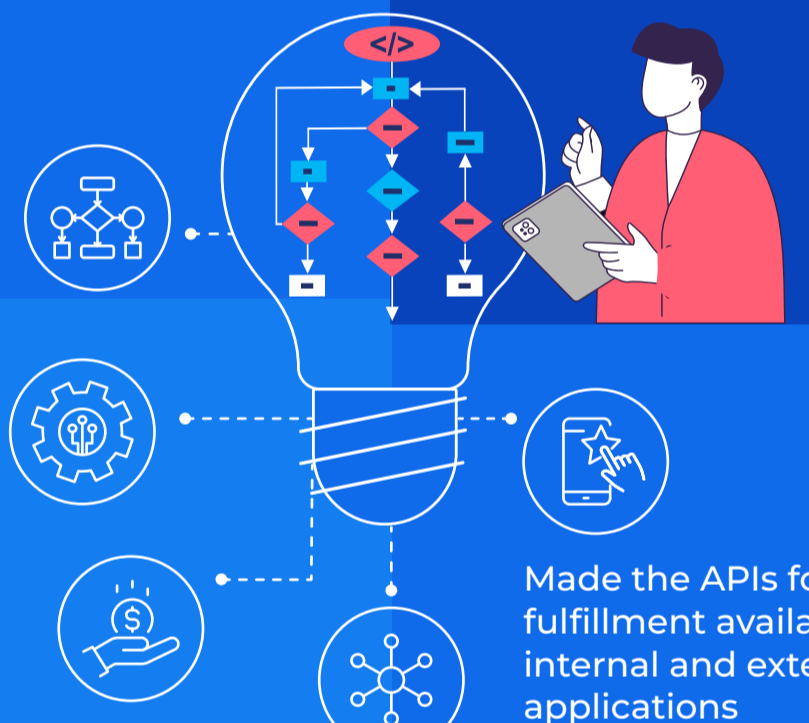
Solutions

Orchestrated the order management flow by integrating microservices such as ID Server, PIM, Aggregator, Payment, and EDIFACT

Used NDC-enabled APIs to implement order retrieve, order cancel, and order update workflows

Provisioned various payment methods such as BSP Settlement, NDC Link, and credit management

Enabled EDIFACT connectivity to communicate with the airline system to manage booking and ticketing

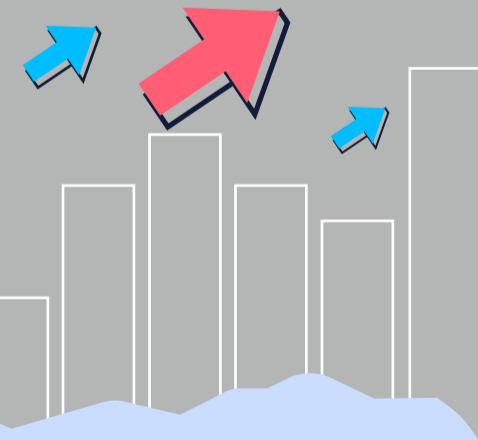


Technology Stack



Business Impact

- **Onboarded 2 airlines** on the NDC-enabled Order Management System
- Enabled the system to be **100% capable of upgrading to the new NDC versions**



- **Increased the number of distribution partners by 5%** by introducing more flexibility in payment methods
- Ensured a **95% efficient order fulfillment process** for internal and external applications



Cybage Travel and Hospitality



Boosting airline business with high-caliber customized solutions