# CYBAGE

# Pioneering technology for modernizing airline commerce!

A market-leading technology provider of the global airline industry achieved commercial success through our ultra-modern suite of technology solutions

## About the Client

- Innovating technology that's modernizing airline commerce
- IATA Level 4 certified Open Connect API
- Pioneering NDC and enabling real-world NDC order delivery, to invest in Artificial Intelligence and Machine Learning for data-driven retailing
- International customer base representing more than 25% of global BPs
- Leading SaaS platform for new generation retailing and distribution

## Business Requirements



Minimize air shopping process thereby creating a positive impact on booking completion



Develop air shopping techniques adaptable to every airline



In-depth analysis for the pricing engine and fare rules enabling increased accuracy in responses



Create an inventory system based on the NDC principles

## Business Solutions

A futuristic shopping suite consisting XMLs with different parameters/ workflows to automate the application of filters and create seamless workflows, thus reducing the shopping response time

Application of flight pricing filters e.g. requesting only branded fares, best pricing or private & public fares
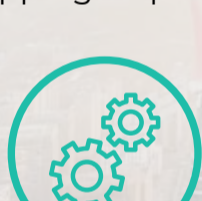
Development of robust air shopping techniques from scratch for individual airline

Collecting requirements for an effective inventory system in-sync with the NDC technology

## Our Impact

Improved customer satisfaction with **99% SLA** maintained for pricing support

**Quicker turnaround** by providing specific solution for pricing errors

Air shopping time minimized from 15 minutes to 3 minutes enabling a saving of **21K USD** per year with greater efficiency

Consistent development of new features and enhancements led to the organization being recognized as first NDC company to receive Level 4 (Full offer & order management) **Certification from IATA**
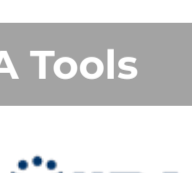
Complete booking process reduced from 12 minutes to 7 minutes for an airline, achieving a quicker booking time & enabling bottom-line saving of **48K USD per year**
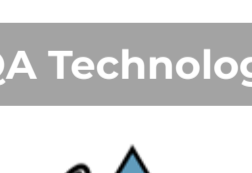
## Technology Stack

### QA Tools

| SoapUI | JIRA | git |
|---|---|---|
| Test Case Automation | Requirement/ Test case and Bugs Management | |
| Jenkins | | |

### QA Technology

Groovy

### Dev Technology

C# | JavaScript

### Dev Tools

Visual Studio Team Services | googletest | git
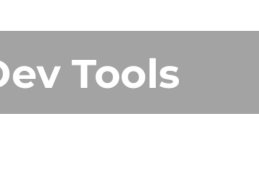
## Cybage Travel and Hospitality

Lodging | Travel Distribution | Travel Retailers | Travel Consolidators | MICE | Specialty Lodging

# Delivering innovation at pace!

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