CYBAGE

Helped an airline IT solutions provider enhance productivity, efficiency and revenue by implementing an advanced booking engine

About the Client

- Is an IT solutions provider of sophisticated tools and software for the airline industry
- Assists its clients to resolve complex business challenges and build customer-centric strategies
- Offers cutting-edge travel distribution technology solutions for the airline industry to maximize revenue
- Specializes in the development of the IATA New Distribution Capabilities (NDC) and ONE Order resolution standards and building integrations around PSP & auxiliary services

Business Needs

- Provide travel agents with an easy-to-use and intuitive booking engine
- Enable selling of ancillary services and products
- Allow users to select their preferred seat as per the aircraft's layout
- Offer the ability to search based on preferences via NDC or Airline APIs
- Offer flexible payment methods

Solutions

Implemented an NDC compliant booking engine with features such as:

- Flight search
- Addition of ancillary services
- Flexible payment options for order
- Management of existing orders
- Seat selection
- Personalized fares

- Implemented a framework to access internal microservices and external APIs
- Built a domain model to accurately map the data elements with elements of airlines & GDSs APIs
- Developed a user-friendly interface with performance-optimized data operations
- Developed integrations with multiple payment gateways to facilitate support for Mobile Wallets, Credit Cards, BSP Cash, Bilateral Credit Limits, IATA Pay, and Online Banking
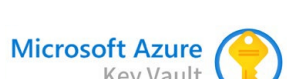
Technology Stack

- Java 8
- spring boot
- Apache Thrift
- Maven
- MICROSERVICES
- kubernetes
- Azure
- ANGULAR
- Microsoft Azure Key Vault
- Azure Cosmos DB
- elasticsearch

Business Impact

1. Boosted ancillary sales by 25%
2. Increased the travel agencies' productivity and efficiency by 15% by implementing easy-to-use booking engine
3. Implemented flexible payment options to help travel agents accommodate traveller's payment needs
4. Reduced cost of GDSs and APIs cost by 30% with the airline direct connect
5. Increased revenue by 15% with personalized pricing

Cybage Travel and Hospitality

- Lodging
- Travel Distribution
- Travel Retailers
- Travel Consolidators
- MICE
- Specialty Lodging

Driving revenue growth and opportunities with innovative solutions