

Engineered a real-time analytics platform for the world's largest travel company, reducing operational costs, streamlining infrastructure, and driving operational excellence

About the Client

- It is one of the world's largest travel platforms
- Provides a range of services, such as hotel bookings, flight reservations, car rentals, vacation packages, and travel activities
- Has an extensive portfolio with over 500,000 properties, 500+ airlines, 25,000+ activities, numerous rental car companies, and cruise lines
- Boasts an extensive distribution network with 200+ travel booking sites across more than 75 countries
- Powers over 150 mobile apps in 35 languages
- Employs over 20,000 people across more than 30 countries
- Accounts for over 100 billion USD in gross booking value

Business Needs

- Streamline solution development and time-to-market for complex data and analytical oriented applications
- Deliver better value-chain products and systems operations
- Reduce complexity by integrating and leveraging the data systems of large acquired companies
- Standardize the diverse practices followed by a large, globally dispersed development team to streamline integrations and collaborations
- Make employee onboarding and rotation across enterprise LOBs more efficient to drive productivity and faster turnaround
- Manage infrastructure operations to ensure high availability and site reliability
- Minimize investment redundancy caused by the duplication of generic systems/ infrastructure across enterprise LOBs

Solutions

- Built an advanced, sophisticated custom platform that:**
- Enabled the use of generic systems and infrastructure across enterprise LOBs, maximizing ROI
 - Facilitated implantation of standard practices across the global teams, enabling the engineering leaders to enhance operational efficiency
 - Accelerated time-to-market for solution development by leveraging analytics-driven processing and decision-making
 - Managed and monitored infrastructure operations for high availability and site reliability



Technology Stack



Business Impact

- Increased revenue** by delivering a seamless user experience across multiple channels, making search and booking easier for users
- Utilized data more efficiently** to enhance campaign performance and optimize product placement
- Minimized infrastructure redundancy** and **improved efficiency** in real-time monitoring of highly available sites
- Achieved operational excellence** by establishing data consistency across channels
- Reduced operational costs** significantly
- Enhanced MTTR** - through 24x7 performance monitoring

Cybage Travel and Hospitality

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

Elevating performance with advanced artificial intelligence integrations