

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



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