

Integrated Booking Engine

Client

The client is a leading Worldwide Travel Distribution Service provider in UK.

Industry

Travel

Business Challenges

- There was no documentation available on the existing website.
- The website was in COM+ technology which had limited facilities for web service interfaces.
- Testing the TRIP interface.
- De-merger of the website and the business logic as the existing website was tightly integrated with the back end.

Technology

ASP, COM+, ASP.Net, XML, C#, SQL Server

Description

Zenith Software Ltd (ZSL) has successfully leveraged technology to provide end-to-end customized Travel solutions to the diverse segments of the travel industry. The client entrusted the development of the entire hotel booking solution to ZSL.

Client wanted ZSL to

- Develop an Integrated Internet Booking Engine which could be used by their agents to book flights and accommodation for their clients.
- Integrate the engine with their back office support application TRIP.
- Interface their application to third party travel operators whose hotels they could sell as part of their inventory.

Solution

Client procured an existing website and associated back office support applications from a group company. ZSL developed the entire hotel booking solution using the existing website and made suitable changes to suit the client's business requirements. The solution included the following

- Conversion of the B2C existing website to B2B scenario as required by client. This required authentication mechanism and change in the complete business logic.
- Change in the look and feel of the website to suit client's corporate standards based on the HTML layouts provided by the client.
- Interfacing with existing back office application TRIP for customer support.
- Converting the middle tier into a web service independent of the booking engine so that it can be interfaced with any booking engine
- Designing and developing the special offers module in accordance with client's requirement.

Development Process

ZSL assigned the project to a team of multiple groups and each group was assigned a module of the application. The assigned job was to

- Analyse the client's Application and requirements and come up with a gap analysis report
- Identify functions that could be used as such with minimal changes
- Identify business functionality in the website that could be moved to the business tier
- Gather technical details to interface with the TRIP web service.

The development lifecycle adopted was Rapid Application Development (RAD). A VPN tunnel was used to connect to the TRIP application and log the booking data.