



TRAVEL PORTAL TESTING SOLUTION ACCELERATOR



An Overview

Travel e-Commerce is growing at a brisk pace. Customer enablement and continuous functionality enhancements are leading to significant investments in portal technology. Some of the issues being faced are:

- ❖ Online Security threats
- ❖ Financial loss due to outages and slower response time
- ❖ Adapting to rapidly changing market scenario
- ❖ Ever increasing customer expectations
- ❖ Lack of skilled resources

In order to turn visitors into engaged customers, it is imperative to offer them a defect-free and reliable interface. This is driving a huge demand for robust end-to-end testing services. Travel organizations are working to select a right global sourcing partner who understands the business, domain, industry best practices and tools in quality and testing.

NIIT's Travel Portal Testing Solution Accelerator is developed from NIIT's rich experience of providing independent verification and validation services for travel portals of leading airlines and travel companies across USA, UK, Europe and Asia Pacific. The solution accelerator is a packaged solution providing Testing Best Practices, repository of reusable test scenarios, test cases, processes, templates and tools to serve the testing needs of a Travel Portal.

Business Benefits

- ❖ **Cost Reduction:** Our testing procedures and re-usable test assets like test strategy; templates, test automation framework, test cases and global outsourcing operational model bring 25-30% reduction in effort and cost.
- ❖ **Faster releases:** The framework offers customizable test cases which help to accelerate the testing engagement and reduce the cycle time.
- ❖ **Quality:** We adhere to industry best practices; few of them are reflected in quality standards we follow. NIIT's CMMi Level 5 and ISO 27001 security standards compliant test processes and procedures ensure quality, consistency, predictability and reliability of products.
- ❖ **Certified Domain Specialist:** IATA certified and industry trained resources ensure functionally superior products.
- ❖ **Certified Test Specialist:** CSTE, CSQA and ISTQB certified resources and testing tool specialists ensure continuous improvement in test processes, productivity and quality.
- ❖ **Flexibility:** Customized boot camps to cater to specialized skill needs and access to large pool of resources help in quick ramp up of the team.
- ❖ **Knowledge Management:** Our Knowledge Management framework 'Matrix' helps in structured knowledge acquisition, management and retention.

Key Features:

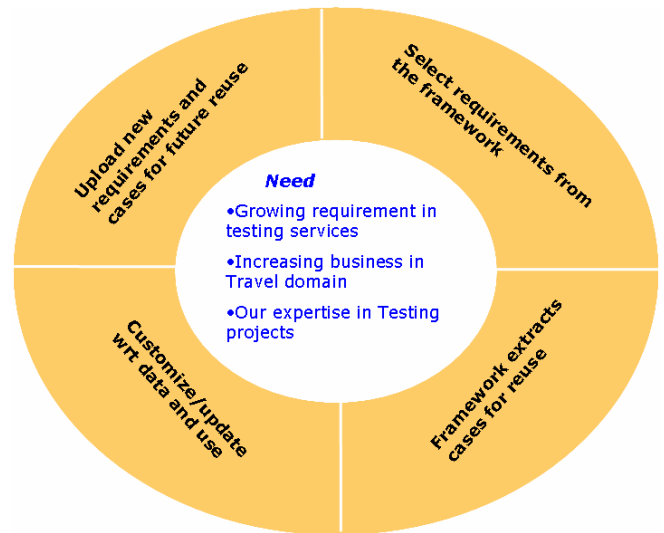
1. Standard Processes

The test processes, templates and metrics have been designed based on industry best practices and CMMI Level 5 & TMM standards. They have been customized and implemented for Travel Portal testing.

2. Test Case Repository

NIIT has a repository of reusable test scenarios, test cases, metrics, templates and strategies based on industry best practices. These reusable assets help in effort-saving by 25-30%. The various business areas covered include:

- ❖ Fares
- ❖ Ticketing
- ❖ Bookings and Shopping
- ❖ Baggage Allowance
- ❖ Hotel and Ancillaries
- ❖ Teletypes/Code Share
- ❖ APIS Customer Profile
- ❖ PNR
- ❖ Agency/GDS/Online
- ❖ Form Of payment
- ❖ Queues
- ❖ FFP
- ❖ Backend verification
- ❖ Staff Travel

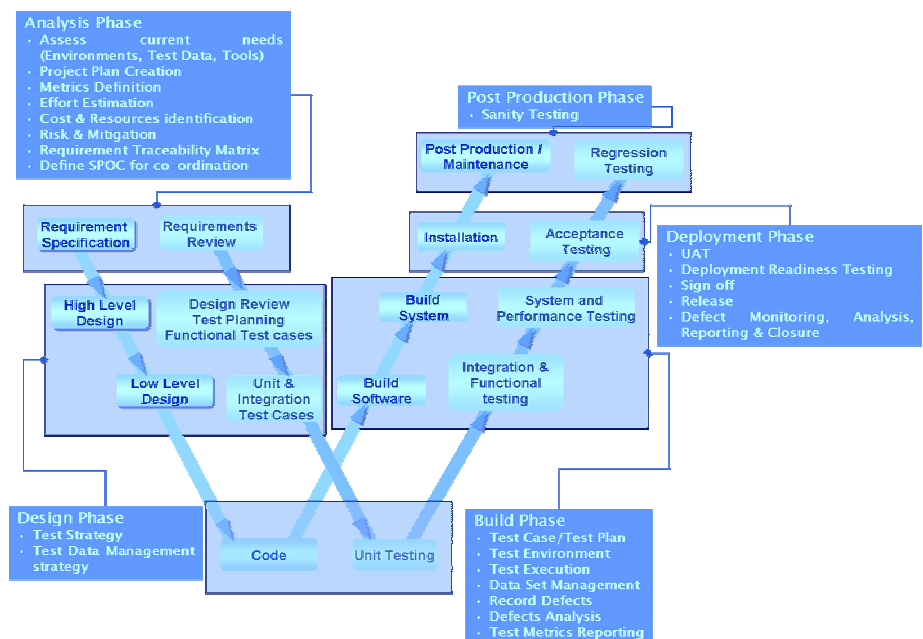


3. Automation Framework:

The automation framework facilitates end-to-end Travel Portal testing with least manual intervention. This tests the front-end features and validates & updates the backend at the same time. E.g.:- Activities like Booking (PNR Creation), Cancellations, Preference changes to be verified on the GDS. NIIT's GDS Command Sheet Repository consists of automated test scripts that can generate test data for GDS, which otherwise is a very time consuming and tedious exercise.

4. "W" methodology

Testing is efficient and highly effective when performed in parallel throughout the software development life cycle. W model that is followed by NIIT, initiates quality assurance at early stage of software life cycle which greatly reduces the risk associated with deploying poor quality software.



Advantages of “W” model are:

- ❖ Risk is identified and reduced in the primary stages of development instead of in the closing stages
- ❖ Repairs to problems are less costly
- ❖ Artifacts can be reused for regression testing
- ❖ The release date can be more accurately predicted throughout the project

5. Service offerings

Functional Testing

- ❖ Manual Testing
- ❖ Automated Testing
- ❖ Building application specific tools
- ❖ Regression Testing

Non-functional Testing

- ❖ Performance/Load/Stress Testing
- ❖ Volume Testing
- ❖ Availability and Reliability Testing
- ❖ Application Security Testing
- ❖ Compatibility Testing
- ❖ Localization and Globalization
- ❖ GUI Testing (Images and links)

Project End-to-End Testing

- ❖ Set up dedicated CoE (Centre of Excellence) for the clients
- ❖ Qualitative and Quantitative Test management through test metrics and reports
- ❖ Project and Program Management

About NIIT Technologies Limited

NIIT Technologies Ltd. is a global sourcing organization, providing services to customers in North America, Europe, Asia and Australia. It provides services in Application Development and Management, Enterprise Solutions including Managed Services and Business Process Outsourcing to enterprises in the Banking, Financial Services & Insurance, Travel & Transportation and Retail & Manufacturing sectors.

NIIT Technologies is IATA Simplifying the Business (StB) partner and has gained extensive competency and experience in the TTL (Travel, Transportation and Logistics) business by working with leading airlines, airports, travel distribution and logistics companies. We work with our clients to provide them next-generation solutions on diverse platforms. Our technology expertise and business understanding ensure efficient, scalable, secure and robust solutions that are tailored to the needs of our clients. Through successful execution of client projects in TTL domain, NIIT Technologies has built an outstanding capability and competence in the testing domain. With our 2000+ person years of experience, we have developed processes, tools and solution accelerators that are relevant and proven in this domain and provide an ideal foundation for building testing capability and delivering tailored solutions.

For more information contact :

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