
Project: Developing an Holiday Portal for an Airline

The Customer

Our Client is a Europe-based global international scheduled airline and amongst the most profitable airlines in the world, flying to over 500 destinations at convenient times, to the best-located airports. The Holidays arm of the airline is primarily into selling non-flight products and packages to various destinations flown by the airline. The airline consumer website provides flight bookings along with a link for booking non-flight products through shopping basket and ancillaries' links functionality.

Holidays division has different departments like HR & Training, Support service, Business Operations, Sale & Service and Market Teams. The role of this division is to increase revenues, enhance branding, developing relationship with customers and support organization's business plans.

The Holidays division comprises of four sites allowing:

- Consumer to purchase BA Holidays products
- Trade agents to purchase Holidays products on behalf of their customers
- Customers of trade agents to view Holidays products, after which they can contact their trade agent to book the products required.
- Staff to purchase, discounted Holidays products for themselves and friends and family

The Business Need

The Holidays project is executed from airline DDC setup at NIIT Technologies. NIIT is involved with maintenance, support and enhancements to Holidays websites. This team is responsible for support, bug fixing, any enhancements required by business, release management and maintaining the knowledge portal.

Solution

NIIT Technologies team at airline DDC is responsible for supporting the following applications and services for Holidays division:

CWS web services:

NIIT supports the web services, along with the embedded business rules. The team is involved with maintenance and bug fixing and enhancements to the web services. The following calypso webservices are maintained by NIIT:

- GetAccommodationAvailability
- GetCarAvailability
- GetModuleAvailability
- GetTransferAvailability
- GetInsuranceAvailability
- GetFlightBooking
- GetBooking

- BookOrder
- CancelSegment
- CancelBooking
- AddRemark
- AddMCO
- SendMessage
- GetAgentDetails
- GetLeadInPrice

Error Log Viewer:

Error Log Viewer is an application used to view the errors generated by the applications and holidays websites and converts them into business user understood errors. NIIT team has developed this application and is currently maintaining the same. This log is accesses for identifying any bugs and crashes in the system and assists the support team in debugging the application.

CWS Releases:

NIIT is responsible for developing and releasing new web services for business. Our teams are involved with development, support, maintaining ANT script, deploying the code in UAT environment. The same code goes from UAT environment to pre-live, dormant and live environment. NIIT is also responsible for supporting UAT for each release.

Projects completed so far

- Knowledge Portal implementation for Holidays division
- Around 25 releases have been done, all of which have gone successfully

The engagement highlights:

NIIT Technologies has been instrumental in:

- Automation of Deployment using “ant” scripts
- Use of web logic workshop for web services.
- Support for operational live issues, site-scope is used to monitor the sites.
- Support for pre-live environment, UAT1 and UAT2 environments.

Environment

Software: Web logic application server, J2EE, Java, Java Technologies, JSP, EJB, Weblogic workshop.

Hardware: Solaris

Tools: Eclipse

OS: MS-Windows XP Advanced Server, UNIX

Database: Oracle 9i

Key Challenges

The challenges faced during project execution include:

- Providing timely business critical solutions with the large number of diverse requirement groups
- Timely training of team on the latest tools technologies required for success of the project
- Delivering efficient and flexible solution to the business users and integration with new supplier systems
- Maintaining the performance and quality of systems and applications

Benefits

NIIT has been instrumental in streamlining the business operations for the airline's Holidays division. Today, it is one of the most successful holiday suppliers in the UK and receives over 2000 bookings everyday through the websites. Additionally holidays division is able to support airline consumers in booking hotel, cars and other ancillaries through various airline group websites by consuming the CWS components supported by NIIT. The holidays division is able to connect to supplier systems for accomplishing online bookings.