
Project: Portfolio of Services for Leading US based Travel Distribution and Products Company

The Customer

Our client is world's leading provider of retail travel products and provides distribution and technology solutions for the travel industry. Its group companies support travelers, travel agents, corporations and travel suppliers through its variety of product and technology offerings.

Building on a 40-year history of technological advancement, our client continues to innovate with industry-specific solutions for each key business area, including Reservations, travel distribution, online travel portals, airline scheduling, pricing, yield management and flight operations.

The Business Need

Airline applications are real time and critical in nature. They involve different technologies, some of which are rare and customized and others, which are leading edge. Resources with adequate skills in these technologies are not easily available. As the applications are complex, domain expertise is absolutely critical for the projects.

The need of the hour was to innovate their technology solutions rapidly while keeping costs down and migrating applications from expensive legacy platforms to open systems. To accomplish this effectively and manage costs simultaneously led our client to hand-pick NIIT Technologies as a partner who could provide the right mix of technology and domain expertise to fulfill their goals.

Solution

The engagement started in the summer of 2002 after NIIT Technologies executed a pilot project, which was highly appreciated and well received. Subsequent to this pilot engagement, NIIT Technologies was chosen as a preferred offshore vendor and signed a long-term master services agreement. The selection was made after closely evaluating multiple offshore IT services providers.

As an initiation of this relationship, NIIT Technologies set up a development center focusing on legacy technologies like TPF, Assembler, and TPFDF etc. That relationship has grown exponentially since 2002 to culminate into a Dedicated Development center (DDC) being run out of NIIT offices in New Delhi and Mumbai providing application development, maintenance, modernization and testing services. These teams work closely with client teams and NIIT staff onsite in a seamless global delivery model. A wide range of legacy and leading edge technologies are supported including established open source technologies.

The objectives of the relationship with NIIT Technologies are:

- To reduce operations support costs
- To continue and improve innovation in the exploitation of information technology for business advantage within the travel and transportation industry

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- To enable the client to act with speed and agility in adapting to changing business and operational needs, including evolution of legacy platforms and systems and adoption of new open source technologies.

Today NIIT Technologies is a trusted partner to this global leader in travel industry and has received the “Supplier Excellence Award” from the client in year 2005.

Key Challenges

A large and dynamic relationship emerged out of some key yet common challenges faced by global organizations including:

- To supplement on-site development teams with skilled professionals to drive these new technology and legacy migration projects
- To reduce the costs of major software development projects
- To provide staffing in scarce skill areas such as Transaction Processing Facility (TPF)