



ESB-Led Connectivity To Digitally Transform A Leading Hospitality Company

Hexaware partnered with a leading APAC-based hospitality company to establish an organization-wide API and ESB platform for digitally transforming the organization.

The Client

A leading hospitality organization providing real estate and hospitality services with around 200 Service Apartments across the world and close to 350K transactions per day. They operate in the Asia Pacific region, primarily in Singapore, China, Indonesia, and Malaysia.

The Problem

The client wanted to enhance the ability to launch, deliver and service new offerings based on inventory availability across regions. They wanted to be able to add multiple Property Management Systems (PMS) to existing Centralized Reservation System (CRS) seamlessly in order to grow the business. They also wanted to serve as CRS API data feed to new online direct channels, to scale with growing business demands and expansion, thus living up to the past performances.

Hexaware's Scope of Work:

- As part of enterprise digital transformation, establish an organization-wide API and ESB platform
- API development for seamless integration between external and internal systems

The Solution

We built an ESB-based Canonical Model Framework to support real-time application integration with secure and highly available Cloud platform. Canonical Framework enabled onboarding of new systems and made it possible to leverage reusability of components. With this, everyone in the business is empowered to access their best capabilities in delivering applications and projects through discovery, self-service, and reuse.

Some key solution highlights are as follows:

- ESB and APIs implemented using Composable Enterprise Architecture
- Cloud solution provided elastic scalability to handle high volumes of load and transactions
- Future-ready integration platform with adherence to industry standards HTNG & OTA reference architecture

The Result

Following benefits were realized post ESB-based implementation:

- Quick and seamless on boarding of new properties
- 20% cost reduction by directly interfacing with PMS by passing CRS
- Optimize product discounts/offers with real-time visibility of inventory
- Plug and Play architecture which removes system inter-dependability
- Improved application performance





About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy – 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.