



## Application Maintenance & Support of Reservation & Ticketing System, Kiosk System and Employee Portal for a Leading US Airline

### Client Overview

The Client is a California-based airline that aims to provide low-fare, high-quality service for "long-haul point-to-point service" between major metropolitan cities on the Eastern and West Coast seaboard.

### Business Need

- Migration of their back bone web service to Sabre Solutions
- Bridging the gap between the Kiosk server with web service response and client built with flash action scrip
- Migration of their employee portal from their legacy system to a high performance and user friendly system
- Resource requirement to fill the intensive time frame of the migration with the knowledge of web service to consume the sabre services
- Maintain the migrated application with the heavy demands of enhancements like profile membership level implementation; add premium seats to the main cabin, travel bank and various kiosk upgrades
- Testing of application at different level of the project and to implement automation with Selenium and JUnit
- Increase the performance of the application and reduce the cost of service.

### Solution

Hexaware's execution strategy includes:

- Hexaware provided support to upgrade the kiosk system to its full functionality like retrieve PNR, check-in, seat upgrades, bag fee, print boarding pass
- Developed a new system for the managing employee portal with superior performance and user friendly design
- Migrated from an old legacy employee portal to a more sophisticated technology which includes latest versions of spring, hibernate and struts
- Provided support to customer's reservation & ticketing system that migrated from existing system in place, to a better solution in Sabre
- Provided resources to handle the ever demanding time frame for the migration
- Maintained and supported the project during the post migration phase during which major enhancements were handled
- Added flavor to the project with technical skills and the knowledge of the domain
- Helped the team with regression testing and also automated unit testing with JUnit at the time of the cut over
- Implemented logging functionality and also log tables efficiently to provide better support
- Initiated performance upgrades in the post migration phase to yield a cost effective product
- Executed Kiosk code refactoring, performance improvement to ensure the Kiosk efficiency.



## Technical Environment

- Front End : HTML/XHTML, CSS, JavaScript, JSON, jQuery, XML/XSL, JSP, Flash scripting, Ajax
- Framework : Struts and Spring
- Server Side : Java, XML, Axis 2 Web Service, Xml Beans, JaxB, Hibernate
- Tools and Server : SOAP UI, Eclipse, Tomcat, VSS/Source Safe Client.

## About Travel & Transportation Practice

Travel and Transportation Practice is a focused and one of the key verticals for Hexaware. The practice provides end-to-end IT solutions and services to leading companies in Airlines, Rail, Logistics and Hospitality domains. The practice has 45+ elite and longstanding customers with 1300+ strong technical & functional consultants, industry experts. Hexaware has leveraged its immense knowledge to legacy modernize the ticketing / fulfillment solutions, to integrate with third parties for enhanced operational agility and to give mission critical MRO solution support for leading rail vendors. Our expertise kitty consists of ticket retail solutions, ticket fulfillment, revenue settlement solution Wagon & Track maintenance solution and system integrator for rolling stock solution. We strive to provide future proof & highly cost effective solutions / services to customers, hence winning utmost customer confidence.

## Business Benefits

- Migration was done with in set time, to save lot of money for the customer
- Production support was made smoother with the implementation of good logging and tealeaf integration
- Increased the performance in the post migration phase to substantially improve the cost of the service
- Many add on functionalities were implemented in the maintenance like travel bank, tier level, kiosk upgrades, premium seats that intends to increase revenue for the customer
- Kiosk code refactoring and performance tuning improved the performance effectively
- Junit testing ensured the defect free delivery
- Employee portal developed had a better user interface, secure and was very fast
- Implemented the passbook functionality for mobile check-ins which has become very popular in the market which boosted customer trust
- Sabre is a complete airline solution; Hexaware has extracted the best out of it and optimized the services effectively. Sabre Session handling, tier level loyalty, passbook, fare filling for ticketing, SSRs like club house, pets and baggage, premium seat allocation were all the major effective service implemented.

## 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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