



Technology Transformation of Travel Platform in UK

Client Overview

As a leading train ticket retailer, the client was the first impartial rail retailer to sell rail tickets online in the UK region as well as conduct online inquiries and online ticket retailing services for train operating companies in the UK and operate a large call center in the travel sector

Business Need

The company wanted to transform existing legacy ticket retail application to Microsoft's .Net platform to overcome ageing in existing technology base. Following was the scope covered in the program:

- New age ticket retail, fulfillment solutions to be provided to customers
- End-to-end ticketing services to customers, with better customer experience
- Promotions hosting and attracting customers for the same
- Maintenance of favorite journeys for customers

Approach

- Agile methodology
- Test driven development
- Continuous integration testing

Business Benefits

The new application provided the following benefits:

- Cost reduction for change
- Reduction in scaling cost
- Reduced schedule & efforts for change
- Operating system costs reduction
- Enhanced customer experience

Technology Environment

- Microsoft Dot Net 2.0
- Biztalk 2006
- DotNetNuke 4.3.5
- Windows Server 2003
- Internet Information Server 6.0



Features of Engagement

- Focus on application development, application management and testing services for reservations & ticketing website development
- Provided technology consulting services including architecture design and re-engineering roadmap for migrating from legacy to .NET
- Exposure to domain of ticket search / availability, ticket booking & payment for ticketing website
- Design and development of interface with various 3rd party applications such as reservation systems, insurance & payment systems etc.
- Portalization capability for Train Operating Companies (TOC) portals - change of skins for diff TOC by keeping vanilla core system as is
- Iterative development with extreme programming feature of Agile methodology, giving early visibility to client
- Continuous integration helped developing working software on almost daily basis with incremental changes
- Implementation of multi-vendor best practices in the program

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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