CYBAGE

Pioneering technology for modernizing airline commerce!

A market-leading technology provider of the global airline industry achieved commercial success through our ultra-modern suite of technology solutions

About the Client

- Innovating technology that's modernizing airline commerce
- IATA Level 4 certified Open Connect API
- Pioneering NDC and enabling real-world NDC order delivery, to invest in Artificial Intelligence and Machine Learning for data-driven retailing
- International customer base representing more than 25% of global BPs
- Leading SaaS platform for new generation retailing and distribution

Business Requirements

Minimize air shopping process thereby creating a positive impact on booking completion

Develop air shopping techniques adaptable to every airline

In-depth analysis for the pricing engine and fare rules enabling increased accuracy in responses

Create an inventory system based on the NDC principles

Business Solutions

- A futuristic shopping suite consisting XMLs with different parameters/ workflows to automate the application of filters and create seamless workflows, thus reducing the shopping response time
- Application of flight pricing filters e.g. requesting only branded fares, best pricing or private & public fares
- Development of robust air shopping techniques from scratch for individual airline
- Collecting requirements for an effective inventory system in-sync with the NDC technology

Our Impact

- Improved customer satisfaction with **99% SLA** maintained for pricing support
- **Quicker turnaround** by providing specific solution for pricing errors
- Air shopping time minimized from 15 minutes to 3 minutes enabling a saving of **21K USD** per year with greater efficiency
- Consistent development of new features and enhancements led to the organization being recognized as first NDC company to receive Level 4 (Full offer & order management) **Certification from IATA**
- Complete booking process reduced from 12 minutes to 7 minutes for an airline, achieving a quicker booking time & enabling bottom-line saving of **48K USD per year**

Technology Stack

QA Tools	QA Technology
SoapUI Supported by SMARTBEAR — Test Case Automation	Groovy
JIRA — Requirement/ Test case and Bugs Management	
git	<xml />
Jenkins	

Dev Technology	Dev Tools
C#	Visual Studio Team Services
JavaScript	googletest
	git

Cybage Travel and Hospitality

- Lodging
- Travel Distribution
- Travel Retailers
- Travel Consolidators
- MICE
- Specialty Lodging

Delivering innovation at pace!

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