

How we transformed the legacy Central Reservation System of
A LEADING HOSPITALITY TECHNOLOGY PROVIDER

ABOUT OUR **CLIENT**



Prominent provider of data-driven, cloud-based solutions in the hospitality industry.

Has more than three decades of industry experience and a deep understanding of local markets along with a global perspective that drives optimum results for hotels.



Offers a suite of solutions such as Business Intelligence, Central Reservation System & Booking Engine, Web & Video Media, and Guest Management.

BUSINESS **ASK**

Allow large hotel chains to centrally manage rates and inventory updates.

Smoothen the build and deployment process.

Ease onboarding and management of large hotel chains.

Introduce architectural changes to aid inter-application integrations.

Match application security with parent company's standards.

Set thresholds on allowed API calls to restrict unmanaged rate updates.

Build a system to enhance the customer experience and ease maintenance.

Make enhancements and bug fixes to support the legacy Central Reservation System (CRS) platform till sunset.

SOLUTION **APPROACH**

Enhanced system using new technology and architecture with modernized user interface to enhance customer experience.

Delivered architectural services for defining the new architecture and deciding the tools.

Converted the monolithic CRS business logic into an API-based architecture for easy integration.

Built a fast onboarding process for property and room types.

Added new languages to the support hoteliers from most part of the globe.

Developed a cost calculator to keep track of rate uploads and built a revenue model around it.

Enhanced security standards with multi-factor authentication.

Leveraged Jenkins and Deployer for build and deployment automation.

TECH **IMPLEMENTATION**



BUSINESS **IMPACT**

20% increase in onboarding efficiency of large hotel chains

30% of data storage saved due to API implementations

10% reduction in systems load due to thresholds for rate updates

100% adherence to parent company's security standards

10-15% reduction in efforts for build and deployment

Cybage Travel and Hospitality



Lodging



Travel Distribution



Travel Retailers



Travel Consolidators



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