

An aerial photograph of a white commercial airplane on a grey runway. The runway has yellow and red markings. A series of red lines, representing digital data or network connections, radiate from the front of the plane across the runway. The NeoSOFT logo is in the top left corner.

NeoSOFT®

Capabilities


TRUSTED DIGITAL PARTNER FOR


AVIATION INDUSTRY


About Us

Overview

 **4000+**
Employees

 **10**
Global Offices

 **9**
Development
Centers


 **1,00,000+** Sq.ft.
Office Space


25+ YEARS OF
EXCELLENCE


 **CMMI DEV/5**

Clientele


 **1500+**
Clients


 **50+**
Countries

 **85%**
Clients Retention

 **22+**
Industry Verticals

Achievements

 **2000+**
Products Engineered

 **1500+**
Applications
Developed

 **12+**
Awards

< / > 20+
Million
Development Hours

Partners



Our Expertise

We help businesses wherever they are in their digital journey. From consulting for a **digital transformation** to carving out a **technology roadmap**. Our expertise helps you to **drive ROI** from your digital initiatives.

Digital Transformation

UX/UI Consulting

Web & Mobility Solutions

Enterprise API Management

RPA

Legacy Modernization

Digital Product Engineering

Custom Software Engineering

QA Services

Maintenance

Managed Services

Infrastructure & IT Operations

Cloud Consulting

DevSecOps

Cloud Migration

Cloud Management

Data Management & Analytics

Data Engineering

Governance

B.I. & Analytics

Artificial Intelligence

M.L. Models

Model Generation

M.L. Ops

Data Science

Internet of Things

IoT Consulting

Software Defined Features

IoT Applications

Innovation Lab

MVP & POCs

Rapid Prototyping

Emerging Tech

Team Augmentation

Solution Architects

B.A.

Developers

Data Scientists

Selected Clientele





Case Studies

A European Airline Leader

AI-enabled intelligent Chatbot system for a delightful customer experience

Project Drivers

AI/ML

NLP

UI/UX

Front-end Engineering

Outcomes

4000+ Meaningful Conversations

- 4000+ online conversations automated per week—scalable to meet any future demands.

100% Security

- Ensures confidentiality of customers' info and their travel data.

70% Containment Rate

- 70% of online chat questions are now handled by the virtual assistant, limiting human escalations.

Project Journey

Challenges

- Managing high volume of routine inquiries hitting its contact center operations.
- Long wait times for attending simple customer queries such as the flight availability, booking, payments, etc.
- Burden on its online customer service representatives of having to answer the same questions over and over.

Technical Spotlight

- Leveraged Angular framework at the frontend.
- Node.js for real-time server-side events, push notifications, and WebSockets.
- Mean stack helped in introducing more versatility and increased flexibility.

Solutioning

- A chatbot based on a conversational artificial intelligence agent using natural language processing.
- Automation that introduces agility and improved response time.
- Reduced overheads and costs involved in mundane operations.

Tech Stack



Airline in Maldives, Offering Scheduled Passenger and Charter Services

Integrating entire back-office operations through custom ERP solutions

Project Drivers

Digital Transformation

RPA

ERP

Database

Cloud

Data Security

Outcomes

90% Improved Efficiency

- Automation of mundane tasks enhanced productivity.
- Eliminated repetition of work and manual entries.

25% Reduced Operational Cost

- Resource optimization thereby bringing a considerable reduction in overhead costs.
- Elevated productivity and cost savings.

Data Management

- Encrypted Data and security layers to combat data theft.
- Data capture and dissemination in adherence with regulatory compliance.

Project Journey

Challenges

- Absence of a streamlined platform for managing accounting, HR, warehouse, and other operations that were carried out manually.
- Massive paperwork, security concerns, and human intervention resulting in errors and subsequent risks.
- Absence of a system to identify potential risks and other bottlenecks in the system.

Technical Spotlight

- Odoo- an open-source framework helped us with end-to-end customization in ERP development coupled with high data security.
- Experienced improved portability across different platforms with the help of Python.
- PostgreSQL was utilized as a database that ensured scalability in the long run.

Solution Highlights

- A unified ERP solution that facilitates the primary airline activities such as the Accounting, Purchase, HR, warehouse.
- Employed data exchange protocols and enhanced security authorization for different user roles.
- Multiple-device compatibility that provides users the flexibility to access the ERP system with defined user-centered roles.

Tech Stack

odoo

python™

PostgreSQL

A National Airline known for its Commercial Services

Provided the airline an AWB Stock Management system to reduce manual intervention

Project Drivers

Web Application

Process Automation

Cloud

Security

Outcomes

Improved Operations

- Automation of manual processes and simplified documentation and human interventions.
- Better visibility for freight forwarders and stakeholders by enhanced cargo track & trace solution.

Increased Speed

- Reduced the total cycle time by up to 24 hours.
- Enhanced efficiency by delivering advanced reporting to regulatory bodies with 100% accuracy.

Quality & Reliability

- Improve data quality: accuracy, integrity, validity, consistency, completeness.
- Clarity on stock - which airline, locations the stock would travel, whether airline is delayed or cancelled.

Project Journey

Challenges

- Traditional methods to manage airlines, import/export bulk stock, and flights data was a tedious task.
- Difficulty in finding the exact records/data on time which wasted a lot of time of staff and other stakeholders.
- Inaccurate outputs received due to human intervention in data management.

Technical Spotlight

- ASP .NET MVC framework ensured us better authentication and authorization for safeguarding and controlling user access throughout the system.
- Experienced persistent memory support with MS SQL Server that helped us improve the performance of mission-critical workloads.
- JavaScript assisted us with the ability to control operations carried out by users.

Solution Highlights

- Digitalization of data management process, reducing the scope of errors in data, duplication of work, and malpractices.
- Real-time insights on the stocks without any lag. From the initiation to the final delivery, timely updates are received with utmost transparency.
- Organized, planned, and diligence in updating stakeholders with relevant information.

Tech Stack



A Leader in APAC Airline Industry

Engineered a web application that drives business intelligence

Project Drivers

Web Application

Data Analytics

Automation

Product Engineering

Outcomes

Improved Operational Efficiency

- A digital ecosystem that enables the internal employees push data through simplified and secured channels.
- Establishes collaboration and connectivity with user role-based access.

Reduced Paperwork

- Digitalization to reduce redundant and manual paper jobs.
- Accelerates data accuracy and minimalizes dependency.

Business Intelligence

- Monitor, View & Optimize Airport & Flight operations.
- Fields & filters to monitor profitable routes, costs and other ops parameters.

Project Journey

Challenges

- Inefficient data management processes for recording the crucial business data of regular airline operations.
- Poor reporting system with lack of meaningful insights further resulting in poor decision-making.

Technical Spotlight

- Rapid web app development lifecycle with Angular framework to improve time to market.
- Tableau helped us with creating interactive visualizations in a hassle-free and fast manner.
- Leveraged SQL server for enhanced Data Restoration and Recovery Mechanism that addressed the overall security concerns.

Solution Highlights

- An employee web application that enables employees to conveniently manage, upload the airport, aircraft, and flight-related data.
- Gain valuable insights by managing and downloading auto-generated reports.
- Automated data monitoring and management helped with intelligence-led decisions.

Tech Stack



A Statutory Airport Authority Governing 125 Airports

Improving operational efficiency at airports and accelerating operations

Project Drivers

Process Automation

Modernization

User Experience

Data Mining

Analytics

Outcomes

Improved work efficiency

- Process automation leading to improved inter-state departmental coordination and driving work efficiencies across all network points.

Reduction in Manual Tasks

- Restricted user access, automation, and data validation checkpoints reduced manual intervention and errors.

Insights driven decision making

- Data mining and integrated analytics improved transparency and aided better decision-making.

Project Journey

Challenges

- Disconnected and unorganized operational systems and platforms that increased the volume of dissipated data and nonsynchronous actions.
- Very high dependency on manual interventions that increased response time, error-rate, and overall built a lethargic operational channels.

Technical Spotlight

- Leveraging the iOS operating system ensured an intuitive user interface and uplifted the overall user journey.
- Tableau made it easy to handle a huge volume of data with ease without hampering the overall performance.
- Third-party add-ons became a simple and quick task with the help of JavaScript that speeds up the development lifecycle.

Solution Highlights

- Modernization of the traditional platforms using a thought-driven solution architect.
- Automation and User-limited entry points in operational processes.
- Analytical representation of data using Tableau.

Tech Stack



A Reputed Civil Aviation Authority in Africa

An intuitive CMS interface for introducing dynamism & improved experience

Project Drivers

CMS

UI/UX

Site Responsiveness

SEO Friendly

Flexibility

Social Media Integration

Outcomes

Accelerated Feature Releases

- Allows creating web pages, edit the existing ones with huge choice of features.
- Responsive and compatible with multiple devices.

Reduced Paperwork

- Secured access from anywhere and in compliance with web and SEO standards.
- Website managers and restricted user-roles.

Business Intelligence

- Enhanced features and rich functionality built a seamless user journey.
- Increased traffic and user-retention.

Project Journey

Challenges

- Lack of ownership, low visibility on user-insights, and poor user-experience.
- Managing multiple entry points for website content updates, reviewing, and ensuring synchronized updates.
- Website optimization and maintenance.

Technical Spotlight

- PHP - the open source platform built agility, cost-effectiveness, drove ease in customization and delivered optimal web experience.
- Used Ajax to reduce website loading time - built a faster interface with better response time.
- SQL database integration for ease in data management.

Solution Highlights

- SEO Friendly CMS website that enabled pushing dynamic content, track user movement, capture key data insights, and drive a good user experience.
- Multiple user roles and limited access for editing content allowing the site manager to ensure controlled monitoring and capture data insights.
- Responsive and scaled to match any digital device.

Tech Stack



An Australian airline logistics partner

A cohesive ERP for improved collaboration and business performance

Project Drivers

ERP

Database

Automation

API Integration

Cloud

Data Security

Outcomes

20% Cost Savings

- Enhanced resource optimization thereby bringing a considerable reduction in overhead costs.
- Elevated productivity and cost savings.

Improved Efficiency

- Fewer data silos and increased collaboration.
- Data security, integration for upgrades cycles and customization.

Enhanced Visibility

- Data visibility, real-time insights.
- Prepares for better forecasting and decision making.

Project Journey

Challenges

- Dependency on middleware and bolt-on solutions for day-to-day critical operations.
- Plagued with data silos thereby impacting decision making.
- Sheer lack of visibility on collaborative operations.

Technical Spotlight

- Experienced simplified development lifecycle and productivity with ASP .NET framework.
- Bootstrap helped us with improved consistency that ensured an intuitive user experience.
- Enhanced security and interoperability attained while leveraging the WCF framework.

Solution Highlights

- Robust ERP modules that natively integrate and can easily be added on an as-needed basis.
- A cloud-based integrated ERP system enabling the client to act faster and forecast with greater accuracy compared to hybrid cloud or on-premise.
- Enables cohesive work from remote locations.

Tech Stack



A leading airline known for its luxurious travel

Streamlining and improving the airline revenue accounting efficiencies

Project Drivers

Automation

Product Engineering

Data analytics

Data tracking

Outcomes

Improved cash flow

- The system helps with faster revenue anticipation and collection and ensures a better cash flow system.

Process Automation

- All processes involved in an airline revenue building channels were automated to deliver transparency and real-time insights.

Enhanced accuracy

- Automated revenue operations that yields 100% data accuracy and triggers better decision-making.

Project Journey

Challenges

- Manual systems for carrying out revenue accounting operations like audits, validations, etc.
- Lack of real-time data gathering and monitoring tools for airline revenue generation information.
- Traditional methods used for pre-billing checks that resulted in poor accuracy and human errors.

Technical Spotlight

- Python, besides being an open-source framework, offered a great Graphical User Interface that helped in uplifting the user's overall experience.
- With Django, we experienced a rapid development lifecycle that helped us in reducing the time to market.
- SQL server boosted performance and built-in transparent data compression for security.

Solution Highlights

- A comprehensive airline solution for Agent's Billing, Revenue Accounting, Emission Cost, Oil and Fuel cost, Route Charge, Currency differences, Accounting & Financial Accounting Processes.
- Next-level data granularity and a comprehensive audit trail that helps in carrying out detailed and meaningful analysis.

Tech Stack



django



UK's leading airline with 100+ years of service

A digital airline ticket booking system that delivers friction-free customer experiences

Project Drivers

Digital transformation

Automation

CX

Outcomes

35% Y-o-Y digital sales growth

- Digital thrust and application allowed for a deeper market penetration & enhanced CX, resulting in 35% sales growth annually.

30% elevation in CX

- Bringing ticket booking at the user's fingertips with a security promise elevated the overall customer experience.

Omni Channel Experiences

- Airline was able to provide omni channel experiences to its customers across web & mobile platforms.

Project Journey

Challenges

- Dealing with tons of booking requests manually became a battleground for the client.
- A poor customer experience with delayed services was the major concern of the client.
- Complex and traditional methods to manage bulk bookings that also lacked precision and accuracy.

Technical Spotlight

- Implementing the Spring framework ensured optimized execution speed and rapid development.
- Attained high-performance outputs with exceptional fetching techniques in Hibernate and improved the overall user journey.
- Experienced intelligent and secure database capabilities with MS SQL Server and attained persistent memory support.

Solution Highlights

- Crafted a digital-ready airline ticket booking platform that drives agility and introduces seamless collaboration between both (customers & airline).
- Hassle-free ticket booking system - integrated features - ticket purchase, cancellation, refund, check-ins, etc.
- Builds a great user experience with minimal navigation, easy data access, and intuitive UI/UX.

Tech Stack



The flagship carrier of India

Developed a CMS for ease in processing discounted fare for star alliance customers

Project Drivers

Digital Interoperability

Data Management

User Experience

Billing

Outcomes

Data Interoperability

- Automated Interoperability between airlines and star alliance members that provides transparency on discounts offered

0 Technical Snags

- Real-time data sync-up, data mining, zero snag while ensuring 100% accurate data at the billing terminals

34% Growth in Customers

- A future - proof and responsive digital solution that provides an excellent user experience leading to customer retention & loyalty

Project Journey

Challenges

- Manual methodologies were adopted for customer billing and fare calculation, resulting in discrepancies.
- Lack of transparency on offers and discounts rolled out to customers across POS/billing/alliance airlines.

Technical Spotlight

- Experienced enhanced and role-based security with the help of the ASP .NET framework.
- Leveraged MS SQL Server that helped us with better cost management and stay on track at all times.
- Minimized network load attained with the help of Ajax that further helped with a better and hassle-free user experience.

Solution Highlights

- A CMS that allows pushing data in a centralized manner with zero glitches.
- CMS captures discounts/fares related data and builds up data - interoperability.
- Super-fast, transparent, and real-time fare clearances.

Tech Stack



Leading by Passion. Driven by Innovation

4000+
Professionals

22+
Industries

1500+
Clients

85%
Client Retention

Thankyou

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