# NeoSOFT®

Capabilities

# Travel & Hospitality

# About Us

**25+** YEARS OF EXCELLENCE

CMMI DEV /5
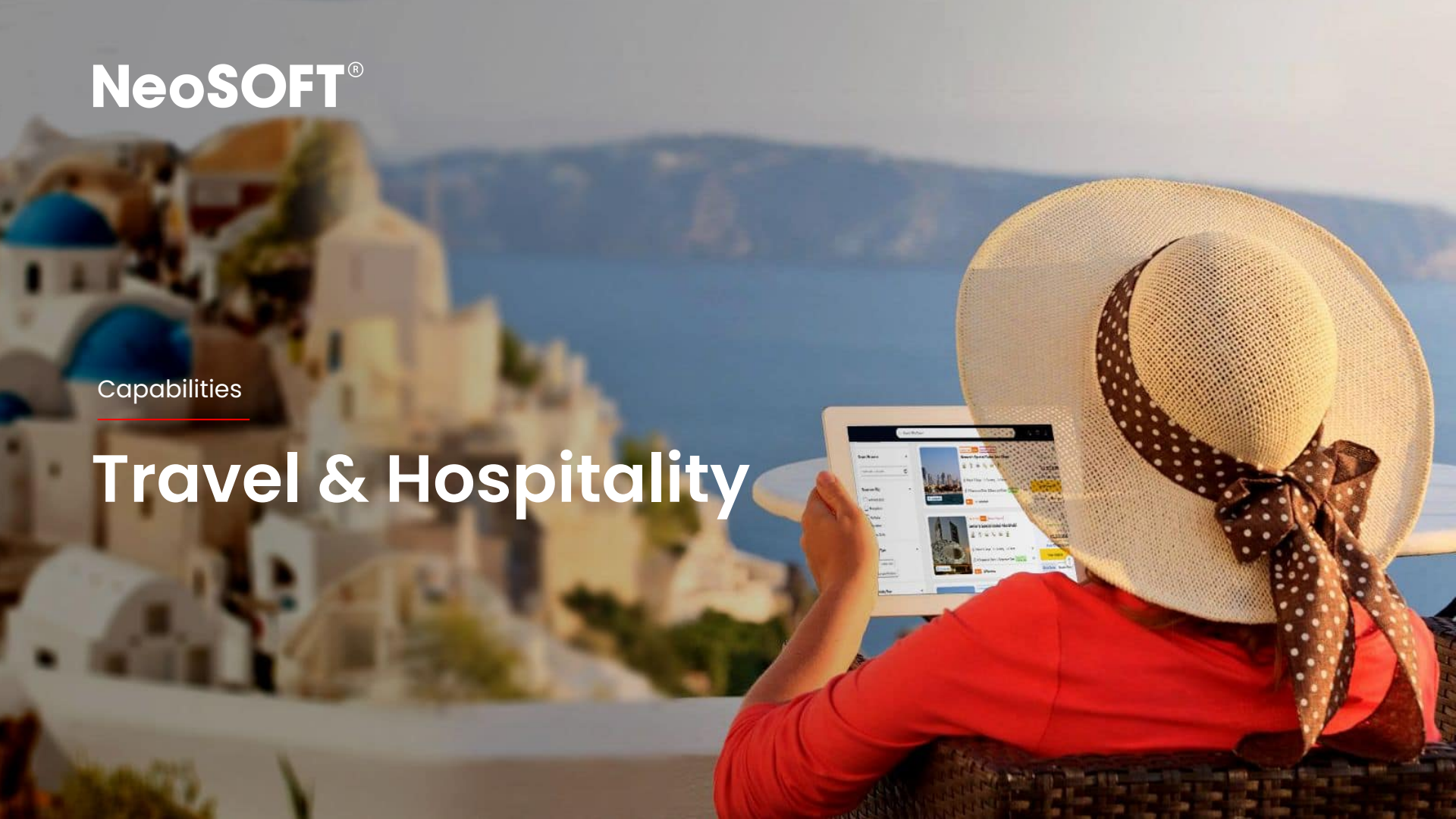
## Overview

**4000+**
Employees

**10**
Global Offices

**9**
Development Centers

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

## 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

aws

SAP

Microsoft

Google Cloud

Magento

# Certified To Deliver Quality

This is to affirm that

## NeoSOFT Private Limited

**Organizational Unit: Software Development Unit**

has been appraised at

**Maturity Level 5**

of the Capability Maturity Model Integration for Development,
Version 3.0

**CMMI**DEV/5℠

CMMI ® V 3.0 / Exp. 2027-08-17 / Appraisal #72520

**ISO**
9001:2015
Quality Management

**ISO**
27001:2013
Information Security

**ISO**
20000-1:2011
IT Management

**ISO**
22301:2012
Business Continuity
Management

# What We Do

## Team Augmentation

---

A team of 4000+ Battle Tested engineers across 100+ Different Stacks.

We are your Digital Factory, dedicated teams to supercharge your development throughput.

0 Operational Overheads.

Agile & On Demand.

## Fixed Scope

---

We offer meticulously crafted project specifications and timelines for cutting-edge development, seamless integrations and feature-rich solutions.

The NeoSOFT approach ensures your projects are delivered with precision and excellence.

## Managed Services

---

Our IMS services helps enterprises to run Business as usual.

With strong SLA driven services, 24x7 Support, Governance and Technology expertise, we help to optimize processes and costs.

# 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 Clients

# Case Studies

- Booking/Ticketing/OTA
- 3rd Party Integrations
- CRM/ERP/Internal system
- Customer Experience
- Aviation
- Hotels
- Digital Marketing


Booking / Ticketing / OTA
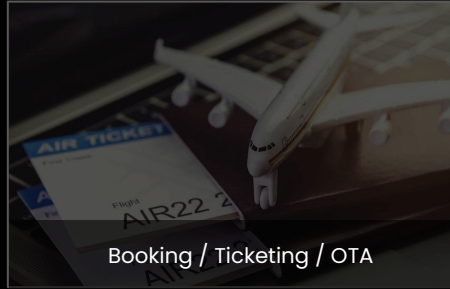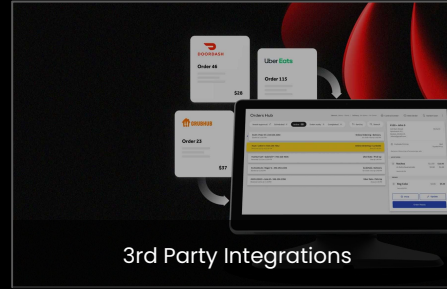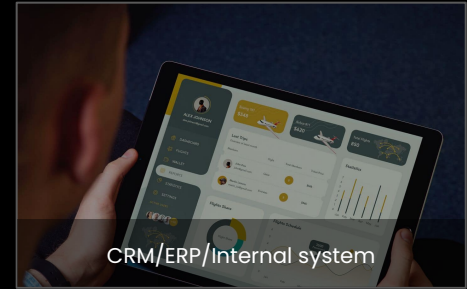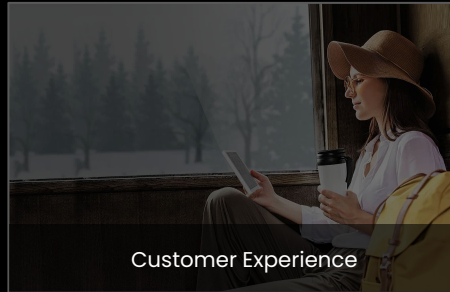

3rd Party Integrations


CRM/ERP/Internal system


Customer Experience


Aviation
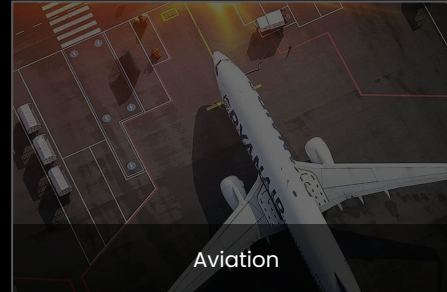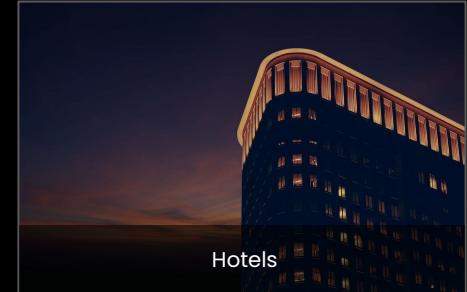

Hotels


Digital Marketing

Booking / Ticketing / OTA

## UK's leading airline with 100+ years of service

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

Digital transformation        Automation        CX

**35%**
Y-o-Y Digital Sales Growth

**30%**
Elevation in CX

**Omni Channel Experiences**

# Solutioning

## 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** — spring | HIBERNATE | Microsoft SQL Server | Java

# Case Studies

## One Of The Leading Travel Agencies In Online And Offline Travel Booking

Enabled users to effortlessly book flights, hotels, and buses across India.

Customization    Database Optimization    Ui/Ux    Payment Gateway

**80%**
**Improved Search and Selection**

**3X**
**Secure Payment Options**

**Enhanced User Experience**

# Solutioning

## Challenges

- Integrating Payment Gateways ensuring secure and seamless payment processing.

- Designing diverse UI templates for flight itineraries using listview.

- Maintaining data offline to ensure data accessibility without an internet connection.
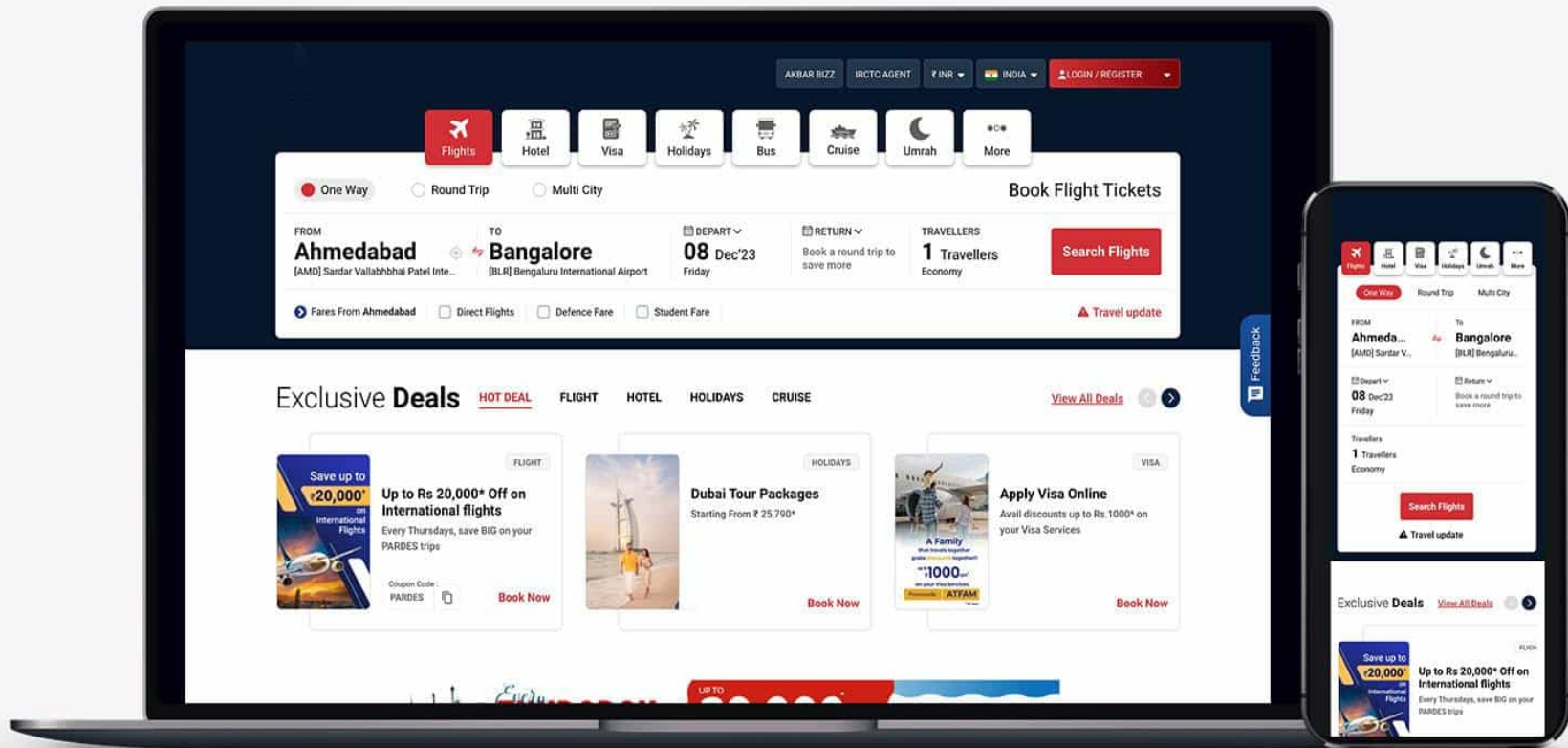
## Technical Spotlight

- Citrus Payment Gateway facilitated secure and seamless online transactions.

- JavaScript enhanced interactivity and responsiveness, creating engaging user interfaces and enabling real-time updates.

- ASP.NET and ASP.NET Web API facilitated seamless data synchronization, ensuring efficient offline access to essential information.

## Solution Highlights

- Successfully implemented various Payment Gateway options, enhancing the security and convenience of payment transactions.

- Developed visually appealing and user-friendly UI templates using listview, ensuring an engaging and efficient interface.

- Implemented offline data storage solutions, enabling users to access critical information even when offline.

**Tech Stack**

Google Cloud Messaging | Google Analytics | Microsoft SQL Server | JS | SQLite | ASP.NET | MySQL | Facebook | Windows

# One of the most popular and trusted travel agencies in India

Crafted a robust website offering all amenities to travelers including permits and enabled agents to track sales.

Product Engineering    UI/UX    API Integration    Payment Portal

## 80%
**Increased Customer Experience**

## 20%
**Increased Efficiency**

## 15%
**Boosted Sales**

# Solutioning

## Challenges

- A complicated interface made it difficult for users to find and book hotels, and the necessary permits they require for different regions.

- Absence of the backend portal for allowing agents to track the status and progress of sales.

- Absence of a portal that enables clients to make payments directly via the website.

## Technical Spotlight

- Leveraged TypeScript catch bugs early on and decrease the overall development time.

- Build high performance modules using Angular to make the website more interactive and dynamic.

- Implemented on-demand scalability and data security using MySQL.

## Solution Highlights

- Implemented a dedicated module for customers to book airline tickets, hotel rooms, and permits.

- Developed a back-end portal for local travel agents to track sales and the status of customers' bookings.

- Integrated a Razor Pay module for ensuring secure and safe payments.

**Tech Stack**

TS | ANGULAR | MySQL

La Roulotte De Ciney
Belgium , ciney
88 Reviews.

Domki Wireszyk...
95 Reviews.
105 Reviews.

Save Time & Save Money
Let's Go!
Sign up and we will send the best deals to you.
Subscribe
Enter your email

Get The App
Welcome to our website now, where luxury meets comfort. With our impeccable service, stylish accommodations...
Google Play
App Store

Resources
About Us
Contact Us
Book Your Stay
Partner At Us
Careers

Privacy Policy    Terms of Use    Sales and Refunds    Legal    Site Map

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Trending Offers And Hot Deals.
Promotional deals and special offer for your next your booking.

The Best Gateway On Your Way !
Confirm Deals

Register    Login

Flights    Stays    Car Rentals    Taxis

Discover the Magic of Global Travel.
We are your go-to source for exclusive journeys, uncovering hidden gems, and crafting unforgettable experiences.
Let's Go!
Search Flight

Where          Check In        Check Out        Who
Add Destination                                  Add Guest

All Offers    Flights    Stays    Taxis

Most Unique And Reasonable Hotels Nearest To You
Explore your hotels deals and grab the best matches for you / stays.

Trending Offers And Hot Deals.
Promotional deals and special offer for your next your booking.

Most Unique And Reasonable Hotels Nearest To You
Explore your hotels deals and grab the best matches for you / stays.

Make Your Trip Easy And ...dable Book Your Trip On ...Mobile Application.

Discover and Find Your Perfect Hotel...
Discover More

Know What To Do And Get Inspired For Next Trip.

Apartments Budapest,
Cheval Three Quays
city of London, United Kingdom
Starting from $205/night

## A sophisticated B2B travel booking platform

Enables users to effortlessly reserve hotels, flights, and cars via computer or mobile.

User-Friendly    Price Optimization    Ui/UX

**Optimized Cost Savings**

**12X**
**Enhanced User Management**

**Effortless Booking Experience**

# Solutioning

## Challenges

- Diverse Integration of Travel Agent Suppliers.

- Complex Booking Management has to be simplified for better user experience.

- Platform Adaptability Across Environments was challenging.

## Technical Spotlight

- React.js's component-based architecture allowed the creation of modular UI elements for organizational roles and manager approvals.

- Redux provided a centralized state management system, ensuring efficient handling of complex data.

- Utilized the Razzle framework and dynamic config file, enabling a flexible and environment-agnostic build process.

## Solution Highlights

- Implemented advanced algorithms to seamlessly compare prices from multiple travel agent suppliers.

- Developed a robust organizational role system and manager approval process, enhancing booking efficiency and security.

- Streamlined the build process, allowing the website to function seamlessly across various environments.

**Tech Stack**   php   mongoDB®   redis   MySQL®   yii framework
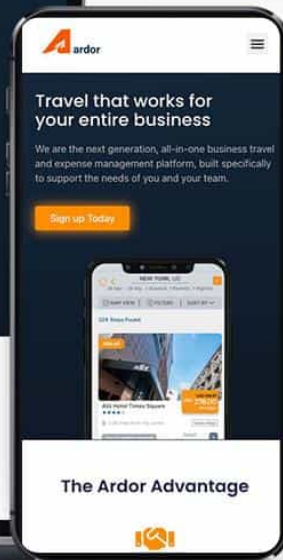
# A Leading Public Transportation Company

A mobile application for hassle-free and convenient experience for bus travel.

Payment Options    Convenience    UI/UX

**Enhanced Commuter Experience**

**7X**
**Reduced Waiting Times**

**Inclusivity and Accessibility**

# Solutioning

## Challenges

- Designing a user-friendly interface for journey planning, ticket purchase, and real-time updates.

- Ensuring real-time accuracy in bus timings and route information.

- Ensuring secure transactions and integrating various payment gateways seamlessly.

## Technical Spotlight

- Android (Kotlin) and iOS (Swift) enabled native app development for Android and iOS platforms.

- Google Maps Integration provided accurate and real-time mapping data.

- Google API offered secure authentication and authorization services, ensuring secure user identity verification before processing transactions.

## Solution Highlights

- Employed UX/UI experts to create an intuitive and visually appealing interface.

- Implement robust GPS and traffic data integration.

- Worked closely with payment gateway providers to ensure PCI DSS compliance.

**Tech Stack**  php | mongoDB | redis | MySQL | yii framework
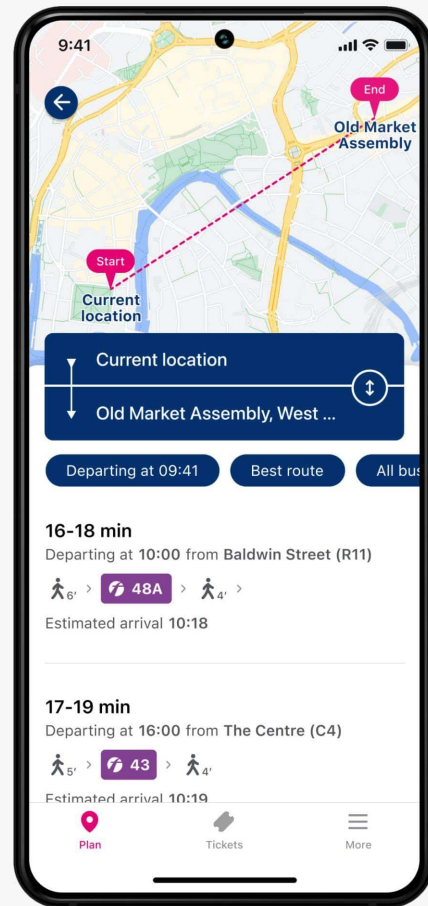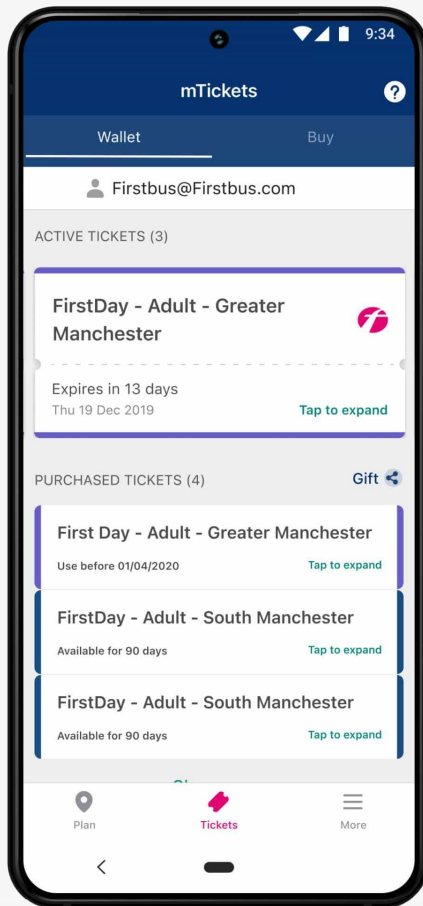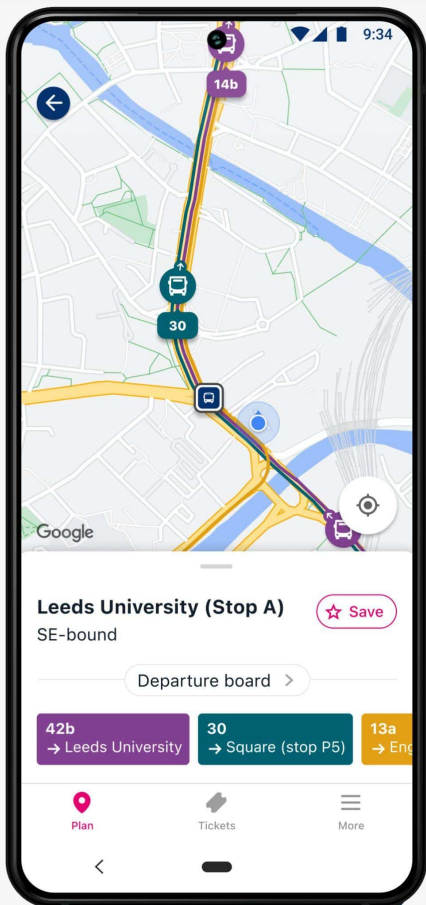
# Case Studies

Booking/Ticketing/OTA

3rd Party Integrations

CRM/ERP/Internal system

Customer Experience

Aviation

Hotels

Digital Marketing

## A user-friendly B2B hotel booking platform for Global Hospitality

Developed a portal with advanced features for enhanced user experience.

Automation    Booking management    Currency customization

**70%**
**Better User-Friendly Accessibility**

**Real-time Cost Savings**

**Global Reach and Personalization**

# Solutioning

## Challenges

- Integrating and synchronizing prices from various travel agent suppliers.

- Creating a user-friendly interface for booking and managing rooms on both computers and mobile phones.

- Adapting the entire site to preferred languages and currencies while maintaining functionality.

## Technical Spotlight

- Redux provided predictable state management, ensuring seamless handling and synchronization of prices.

- JavaScript enabled dynamic and interactive elements, creating engaging user interfaces.

- React.js offered a modular approach, simplifying the integration of language and currency components.

## Solution Highlights

- Established strong API connections and automated data synchronization processes for real-time price updates.

- Our UX/UI experts designed an intuitive interface, ensuring easy navigation and smooth booking experiences across all devices.

- Utilized localization techniques to dynamically translate content and display prices in the chosen currency, ensuring a seamless experience for users worldwide.

**Tech Stack**    ASP.NET    C#    Microsoft SQL Server    AJAX    JS
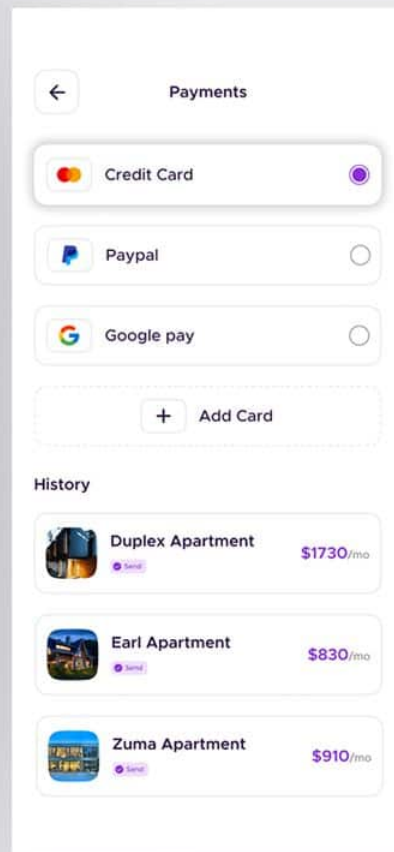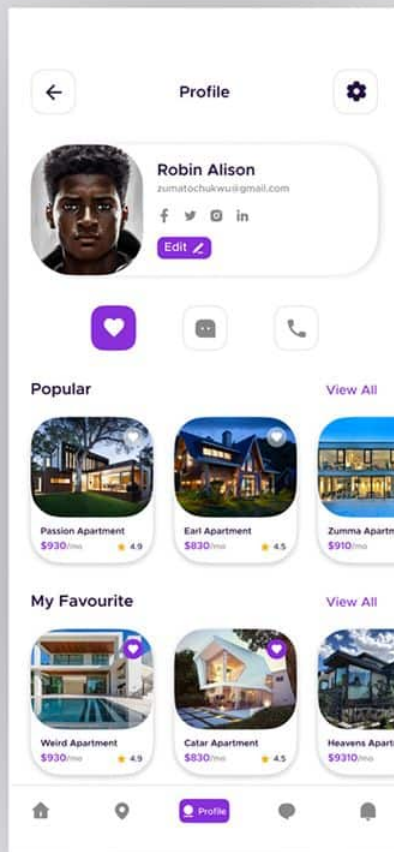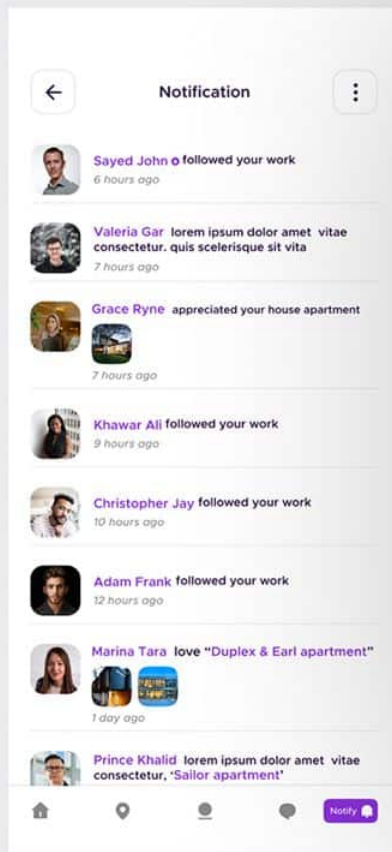
# Case Studies

## One-Stop B2B Travel Booking Solution

Tailored Business Solutions for a Seamless Booking Experience.

UI/UX    Booking Management    Organizational Efficiency

**Enhanced B2B Booking Experience**

**User-Friendly Interface**

**3X**
**Organizational Efficiency**

# Solutioning

## Challenges

- Integrating multiple travel agent suppliers (like booking.com, Expedia) to display the best prices.

- Managing and tracking expenses for premium users can require tailored solutions.

- Adapting configurations dynamically based on the running environment without the need for separate builds.

## Technical Spotlight

- MySQL 5.0 & SqlLite provided efficient data storage and retrieval capabilities necessary for handling price comparison data

- HighCharts facilitated the creation of visually engaging reports and charts for users to track and analyze their expenses efficiently.

- CSS & HTML allowed for flexible design elements, ensuring the dynamic configurations are visually appealing and intuitive.

## Solution Highlights

- Implemented robust API integrations using middleware to aggregate and compare prices.

- Developed a dedicated expense management system, allowing premium users to track and manage their bookings and expenses seamlessly.

- Continued utilizing the Razzle framework to handle dynamic configurations effectively, ensuring smooth transitions across different environments.

**Tech Stack**

TS | CSS | HTML5 | MySQL | SQLite | ANGULAR | Linux | Windows

ABOUT US CORPORATE TRAVEL TOURS SERVICES OFFERED BLOG CONTACT US

# International Holidays

## Exciting destinations for an ideal getaway

LEARN MORE

WhatsApp Us

Waiting for www.youtube.co...

## Find Next Place To Visit

25 tours

Europe

25 tours

Australia & Pacific

59 tours

# Case Studies

## One of India's leading travel and tours companies

Developed a robust website that offers users information about travel destinations and tour packages.

Product Engineering    UI/UX    Database Management    CMS

**30%**
**Improved Customer Experience**

**25%**
**Simplified Booking Increased Traffic**

**15%**
**Boosted Revenue**

# Solutioning

## Challenges

- A dull and difficult-to-use interface often left users dissatisfied with the offerings.

- Absence of dedicated modules for each offering led to high latency and increased page load time.

- Users had no method of customizing tour packages to suit their preferences.

## Technical Spotlight

- Built a powerful dynamic interface and updated the CMS using Joomla.

- Boosted the speed of the website and decreased server load using JavaScript.

- Leveraged CSS to achieve a visually appealing, stylish, and intuitive layout for the modules.

## Solution Highlights

- A visually appealing and updated interface with the inclusion of separate modules of destinations and tour packages.

- Dedicated module for customers to communicate with agents to create a customized tour package.

- Creation of a dedicated module for hotel bookings where users can filter hotels according to their preferences.

**Tech Stack**
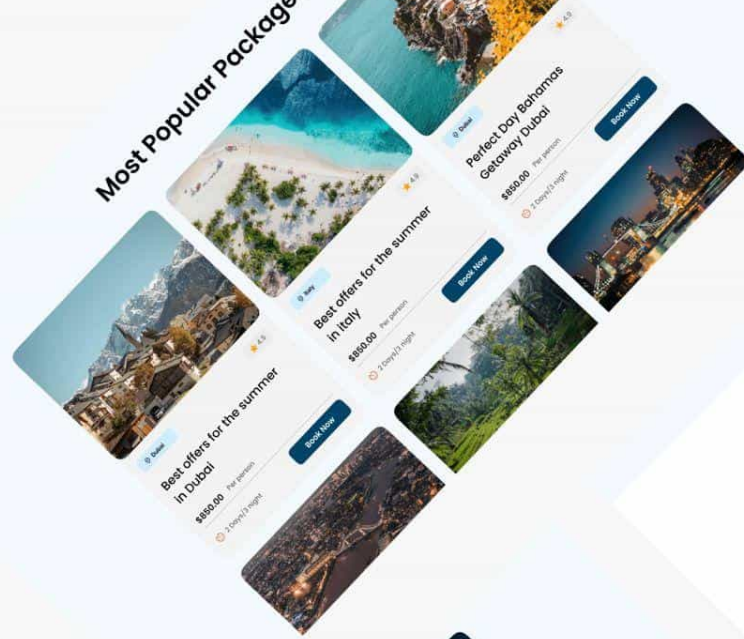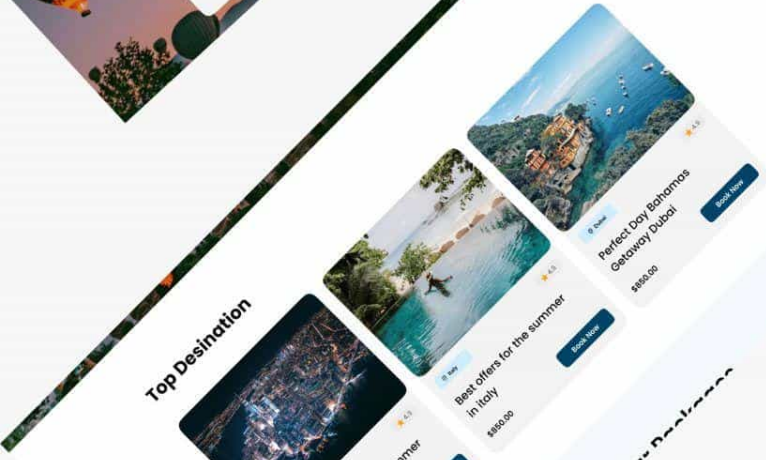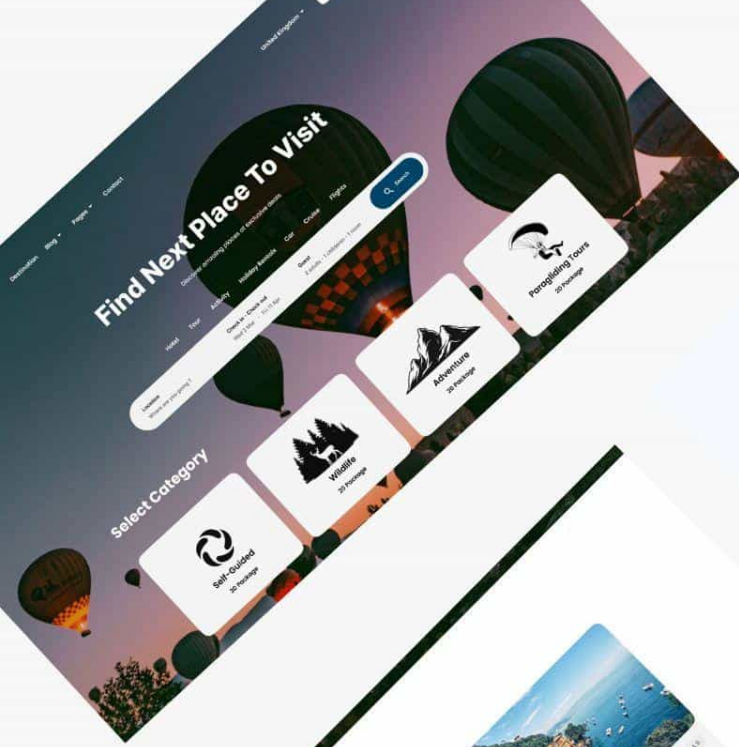
Joomla! | CSS | HTML5 | PHP | JS

3rd Party Integrations

# Case Studies

## A globally renowned specialist in the rail tourism segment

Developed a robust website that integrated multiple payment gateways.

Product Engineering     E-Commerce     Payment Gateways     CMS

**30%**
**Improved User Experience**

**35%**
**Increased Loading Speed**

**20%**
**Increased Traffic**

# Solutioning

## Challenges

- Outdated content and complex interface made it difficult for users to use the website.

- Agents and admin has no method making bookings on behalf of client and track its progress.

- Integrating multiple payment gateways to improve customer experience.

## Technical Spotlight

- Updated the front-end CMS content and upgraded the interface using PHP.

- Integrated seamless booking storage, access and report generation using MySQL.

- Implemented Directpay and HDFC Bank Payment Gateway to diversify payments.

## Solution Highlights

- An updated, dynamic and easy-to-use interface elevated the user journey.

- Admin and agents can easily cater to customer needs and offer recommendations as well as track progress of payments after authentication from login section.

- Integrating several payment gateways improved the platform by catering to a diverse audience.

**Tech Stack**    *php*    MySQL.    **JS**    AJAX    Laravel

## Screen 1: Select Payment Method

← **Select Payment Method**

| | | |
|---|---|---|
| My Wallet | $946.50 | ○ |
| PayPal | | ◉ |
| Google Pay | | ○ |
| Apple Pay | | ○ |
| VISA ···· ···· ···· 5567 | | ○ |

+ Add New Payment

**Continue**

## Screen 2: Payment Method

**Payment Method**

VISA ···· ···· ···· 5567          Change

🔶 Discount / Voucher          ∧

8XK5D  🗑

🪙 You Have 25 Coins
Use coins for your payments. You will also get free 15 coins after this order.

**Price Details**

| | |
|---|---|
| Price (Adult x 3) | $126.00 |
| Tax | $6.00 |
| Discounts (25%) | - $31.50 |
| Total Price | $100.50 |

**Confirm Booking**

## Screen 3: Review Summary

← **Review Summary**

**Trip Details (Departure)**

Amtrak          Available  $46.00
Economy

| Apex Square | | Proxima |
|---|---|---|
| 08:00 | Duration 1h 30m | 09:30 |
| 31 Dec 2023 | | 31 Dec 2023 |

**Trip Details (Return)**

Amtrak          Available  $45.00
Economy

| Proxima | | Apex Square |
|---|---|---|
| 07:00 | Duration 1h 25m | 08:25 |
| 1 Jan 2024 | | 1 Jan 2024 |

**Contact Details**

| | |
|---|---|
| Full Name | Andrew Ainsley |
| Email | andrew.ainsley@you... |

# Case Studies

## A travel and lifestyle platform

Enhanced Application Performance with Strategic Third-Party Script Integrations

API Integration    CX    UI/UX    Database Management

**30%**
**Increased User Engagement**

**3rd Party Integrations**

**Lead Management**

# Solutioning

## Challenges

- Users found the existing interface to be difficult to use and not engaging in its design.

- No feature in place for allowing users to share their experiences with the platform and communicate with other users.

- Aimed to improve user experience by ensuring the page loads quicker.

## Technical Spotlight

- Lead collection and transfer to LMS module using internal application APIs.

- Developed a dynamic and interactive interactive interface using PHP.

- Improved page loading speed and data access speed using MySQL.

## Solution Highlights

- Users/ Members can feature their experiences uploaded via youtube on the platform.

- Users can communicate with each other about their experiences and share doubts and queries.

- Enhanced page loading via Third-Party Script Integrations for improved performance.

**Tech Stack**   php   MySQL   JS   HTML5
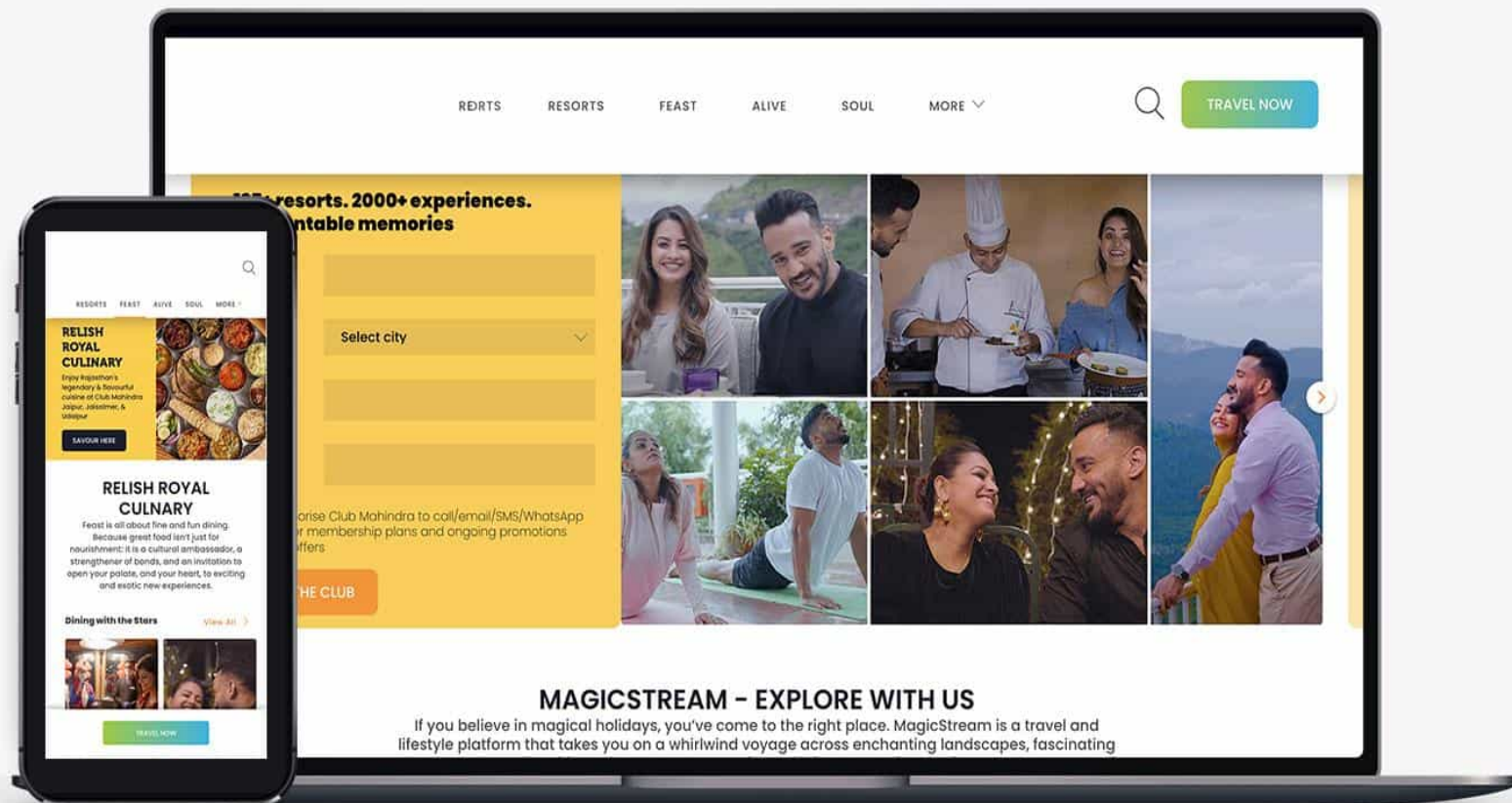
# The First Application In India For Forex Transactions

Ensured easy currency exchange, doorstep delivery, rate alerts,
and multi-currency options, streamlining travel.

Seamless Transactions    Multi-currency Flexibility    Real-time Information    Branch Locating

**3X**
**Diverse Currency Options**

**Multi-Currency Management**

**Currency Converter Tool**

# Solutioning

## Challenges

- Integrating real-time currency rates, multiple payment gateways, and doorstep delivery.

- Managing deliveries and branch location services efficiently and reliably across various regions.

- Obtaining and updating live currency rates for accurate conversions.

## Technical Spotlight

- Windows servers ensure reliable, secure infrastructure, offering scalability for hosting and managing the app's backend.

- Android (Java) ensured universal app compatibility across devices, fostering seamless development.

- Retrofit simplified API integration for reliable real-time currency rate updates.

## Solution Highlights

- Developed a scalable and efficient system architecture capable of handling it all.

- Utilized advanced logistics software for improved delivery and branch location services, enhancing user experience and reliability.

- Utilized reliable APIs to fetch and update real-time currency rates within the app.

**Tech Stack**  android  Glide  Gson  Retrofit  Microsoft Windows Server 2003
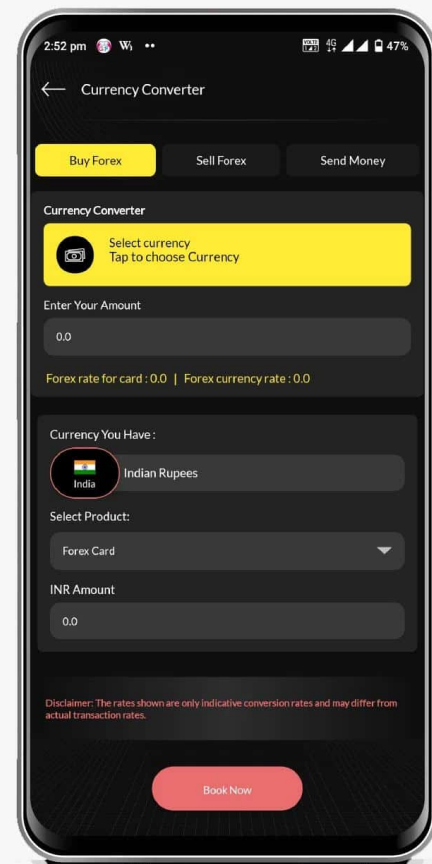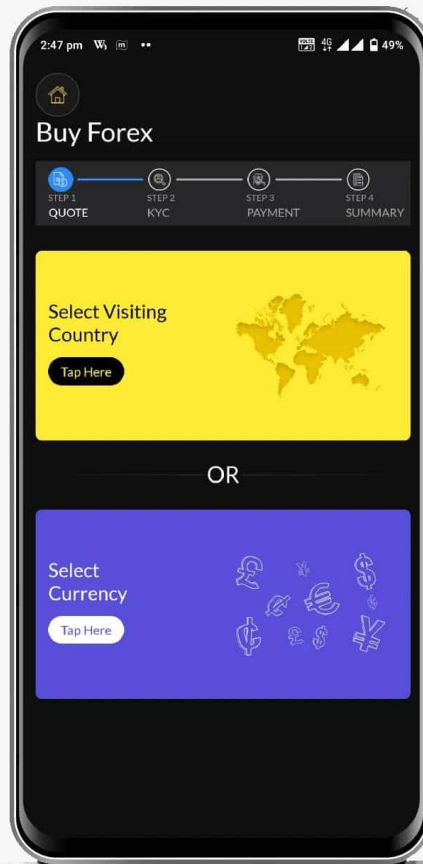
# Case Studies

## An Expert and Innovative Travel Curator

Enabled Personalized Profiles, Detailed Destinations, and Innovative Trip Planning with 3rd party integrations.

UI/UX    3rd Party Integrations    Payment Gateways    Enhanced Trip Planning

**Efficient Trip Planning**

**Streamlined User Experience**

**Enhanced Community Engagement**

# Solutioning

## Challenges

- Ensuring accuracy in travel details across diverse Indian cities and states.

- Integrating multiple booking services (trains, buses, air travel, cabs, hotels) within the trip planner module.

- Motivating users to consistently update and maintain their travel profiles, thereby earning merit points.

## Technical Spotlight

- PL/SQL enabled efficient management and validation of large datasets with powerful querying capabilities.

- Utilized Booking.com API, Skyscanner API, and Uber API to streamline bookings.

- Windows Server offered a secure and stable operating system environment for hosting the application managing user profiles and merit points.

## Solution Highlights

- Employed rigorous curation processes and ongoing validation mechanisms to ensure the accuracy of details.

- Applied strong API integrations, for seamless booking within the trip planner across diverse travel modes.

- Use gamification like badges and incentives linked to merit points to boost user engagement and interactions.

**Tech Stack**   php   MySQL.   JS   AJAX   Laravel

## Price: per night
$0 - $600 +

## Filters
Select

## Guest rating
All

## Property type
Select

## Location
City center

---

**Sort by:**
Our recommendations

**Filter by:**
☐ Free cancellation   ☐ Half board   More filters

---

**Fairfield Inn · Featured**                                    Official hotel site
Flexible Rate Guest Room, 2 Twins                    **$57**   [ Visit site › ]
✔ Breakfast included  ✔ Pay at the property          / night

⌄ Show **5 more prices** from Fairfield Inn

---

**Expedia · Featured**                               [Our lowest price]
Deluxe Room, 2 Twin Beds, Non Smoking                **$56**   [ Visit site › ]
✔ **Free cancellation**  ✔ Pay at the property       / night

⌄ Show **5 more prices** from Expedia

---

**B. Booking.com**
Check Booking Site For Details.                      **$56**   [ Visit site › ]
✔ Free cancellation  ✔ Pay at the property           / night

⌄ Show **5 more prices** from Booking.com

---

**trivago Book & Go**
Deluxe Guest Room, 1 Queen(S)                        **$65**   [ Visit site › ]
✔ Free cancellation                                  / night

---

**Hotels.com**
Deluxe Room, 1 Queen Bed, Non Smoking                **$56**   [ Visit site › ]
✔ Free cancellation  ✔ Pay at the property           / night

⌄ Show **5 more prices** from Hotels.com

---

**Fairfield by Marriott Pune ...**   ✕
★★★★☆ Hotel
8.2 - Very good  (584 reviews)

Fairfield Inn
**$57**                               [ View Deal › ]

Our lowest price: $56 Expedia

$20  $108  $153  $88  $66  $57  $13

Keyboard shortcuts   Map Data ©2023   10 km   Terms   Report a map error

CRM / ERP / Internal system

# Case Studies

- Booking/Ticketing/OTA
- 3rd Party Integrations
- **CRM/ERP/Internal system**
- Customer Experience
- Aviation
- Hotels
- Digital Marketing

## A National Airline known for its Commercial Services

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

Web Application    Process Automation    Cloud    Security

| **65%** | **4X** | **3X** |
|---|---|---|
| Improved Operations | Increased Speed | Better Quality & Reliability |

# Solutioning

## 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**  ASP.NET MVC  Microsoft SQL Server  JS  CSS

# Cargo

David

**Dashboard**

Create Shipment

Tracking

Invoice

Analytics

Orders

Help & Support

Log out

| Total Shipment | Pending | On Going | Delivered | Canceled |
|---|---|---|---|---|
| 37,849 ↗ +64% | 10,800 ↘ -26% | 5,733 ↗ +24% | 20,049 ↗ +54% | 267 ↘ -16% |

## Shipping Overview
Success Shipping of Cargo

2022

20k

15k

10k

05k

0k

Jan - Feb    Mar - Apr    May - Jun    Jul - Aug    Sep - Oct    Nov - Dec

## Top Exporting Location

## Shipment History

Updated 20 mins ago

| # | Shipment ID | Origin | Destination | Date of Loading | Date of Arrival | Status | Invoice | Action |
|---|---|---|---|---|---|---|---|---|
| 259 | GH283020 | Delhi | Manchester | 14 Sep 2023 | 28 Sep 2023 | In Transit | ⬇ | View |
| 258 | GH282456 | Armenia | Sydney | 12 Sep 2023 | 29 Sep 2023 | Canceled | ⬇ | View |
| 257 | SD283045 | Mumbai | Dublin | 11 Sep 2023 | 30 Sep 2023 | In Transit | ⬇ | View |
| 256 | HJ283040 | Bristol | Iran | 11 Sep 2022 | 26 Sep 2023 | Canceled | ⬇ | View |
| 255 | JT356674 | Paarl | London | 10 Sep 2022 | 27 Sep 2023 | Delivered | ⬇ | View |
| 254 | GH283566 | Chennai | Cape town | 10 Sep 2023 | 25 Sep 2023 | Delivered | ⬇ | View |

## An Australian airline logistics partner

A cohesive ERP for improved collaboration and business performance.

ERP  Database  Automation  API Integration  Cloud  Data Security

**20%**
**Cost Savings**

**3X**
**Improved Efficiency**

**5X**
**Enhanced Visibility**

# Solutioning

## 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**  ASP.NET  WCF  .NET MVC  aws  Microsoft SQL Server

# Dashboard

Here you will find all your data and information

PACKAGE BOOKING
**10,879**

HOTEL BOOKING
**25,450**

AIR BOOKING
**41,308**

This Year

Air Ticket    Hotel Booking    Tour Package

## Revenue Overview
Revenue is the money from business.

Air Ticket    Hotel Book    Tour Package

### Latest Booking List
Here is your most recent booking list.

| 02GFD5 | Jane Cooper | 20/01/2023 | EKB02 | $12,120.00 | Ticketed |
| | PAX Name | Flight Date | Flight No | Amount | Status |
| 02HD4H | Fox Reboord | 25/01/2023 | BQ132 | $15,920.00 | On Hold |
| | PAX Name | Flight Date | Flight No | Amount | Status |

### Today Booking
**520** Total Booking

Air Ticket 320    Hotel Booking 130    Tour Package 70

View All

### Latest Refund
| 02GFD5 | Jenny Wilson | $293 |
| PNR No | PAX Name | Amount |
| 02HJBH | Robert Fox | $854 |
| PNR No | PAX Name | Amount |
| 02LY17 | Cody Fisher | $120 |
| PNR No | PAX Name | Amount |
| 02GFD5 | Albert Flores | $923 |
| PNR No | PAX Name | Amount |

View All

### Latest Date Change
| 02JUGB | Floyd Miles | $980 |
| PNR No | PAX Name | Amount |

Air Ticket    Hotel Book

Search    $ 1120    Air Travel

---

## Why Travel Ag...
Easy to book, get instant confirmation an...

**Safe Payment**
Accepted methods of payments. We accept all major credit cards. We also allow you to pay by bank transfer.

**Best Agency Deals**
Best Travel Agency Websites. Find the Cheapest, Quickest, and Best Flight Deals for You.

---

## Payment Method
Your payment information needs to be updated.

Master Card    03/24
Card Number
1234 1234 1234 1234

Master Card    03/24
Card Number
1234 1234 1234

### Billing Details
Make a payment by filling out your payment details.

Gateway Charge
$120.00

Final Amount
$120120.00

Amount
$120000.00

Reference Number
H1SH97NDHB

Id No
3Q65QI

**Process To Payment**

### Overview
Manage and track your card spending

$120038736.00
$154320.00
$2314424.00

Current Balance
Today Deposit

Export    Download

### Billing History (125)
View the invoice for all payments made on your account.

| Invoice#87637363 | Master Card 0329 | Dec 18, 2022 | $820500.00 | Success |
| Payment Invoice | Payment by | Payment Date | Last Amount | Payment Status |

Sidebar:
- Dashboard
- Booking Pad
- Manage Air
- Manage Hotel
- Tour Package
- Payment
  - Credit Card
  - Deposit Request
  - Online Payment
  - Mobile Banking
  - Crypto Currency
- Statements
- Support Ticket

Search    $ 1120    Air Travel

---

## Support Ticket
When customers have problems, they open support tickets.

### Create New Ticket
Fill up all the information here, then click submit button

Search PNR
02AU6FD

Select Request Type *
Reissue Request

Choose Reissue Reason
Voluntary Reissue

Change Date
20 Jan 2023

Ticket Number
990502333736727

Passenger Name
Mark Anderson

Flight No
BQ602

Rewmeks
Enter your remarks

**Submit Ticket**

Export

### Latest Support History
Here is your most recent history

| | | 20/01/2023 | Inprocess |
| | Refund Request | Date | Support Status |
| | | | Approve |

Sidebar:
- Dashboard
- Booking Pad
- Manage Air
- Manage Hotel
- Tour Package
- Payment
- Statements
- Support Ticket

Search

### Frequently Asked Questions

How do tickets get issued?
To issue a ticket, you go to the booking search, make a booking, fill out the passenger information, and create a PNR. Then click to order ticket.

What is the process refund tickets?
How can I reissue tickets?
How can see ticket history by PNR?
How can I issue ticket?

---

## Search for Booking a Flights
Easy to book, get instant confirmation and enjoy flexible refund policy

Package Booking    Business Class    1 Passenger

Flights Booking    Hotel Booking    Umrah

One Way    Round Trip    Multi-City

Flying From
JeddahKing Abdulaziz Intl. (JED)

Flying To
Dhaka,Shahjalal Int Airport (DAC)

Flying To
New York,John F Kennedy Int (JFK)

Flying Date
10/02/2022

Flying Date
25/02/2023

Sidebar:
- Dashboard
- Booking Pad
- Manage Air
- Manage Hotel
- Tour Package

Search    $ 1120    Air Travel

# Case Studies

## Airline in Maldives, Offering Scheduled Passenger and Charter Services

Integrating entire back-office operations through custom ERP solutions.

Digital Transformation  RPA  ERP  Database  Cloud  Data Security

**90%**
**Improved Efficiency**

**25%**
**Reduced Operational Cost**

**3X**
**Better Data Management**

# Solutioning

## 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.
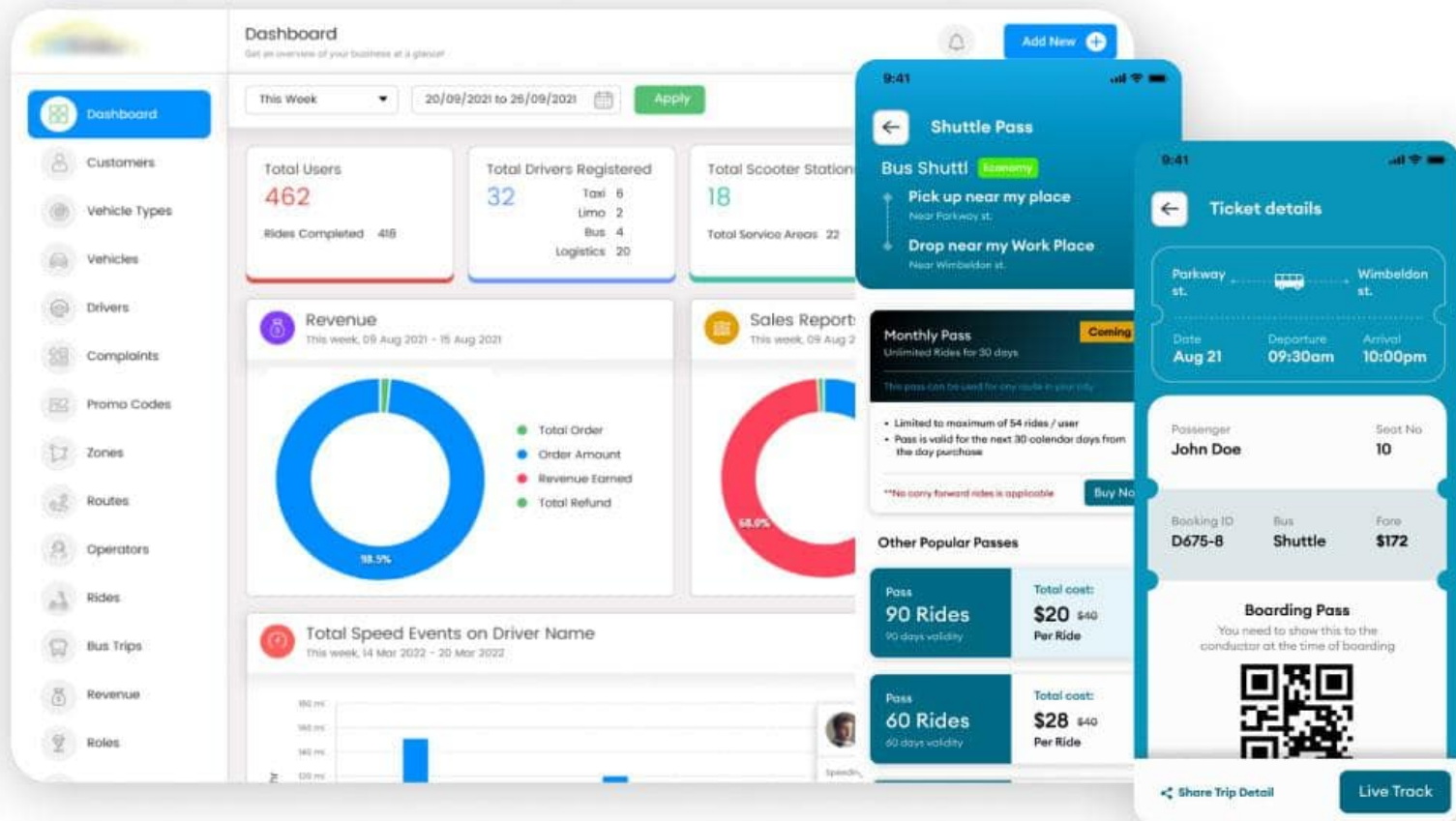
## Technical Spotlight

- 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

# Dashboard

Get an overview of your business at a glance!

This Week ▾    20/09/2021 to 26/09/2021 📅    **Apply**

- Dashboard
- Customers
- Vehicle Types
- Vehicles
- Drivers
- Complaints
- Promo Codes
- Zones
- Routes
- Operators
- Rides
- Bus Trips
- Revenue
- Roles

### Total Users
**462**
Rides Completed   418

### Total Drivers Registered
**32**
| | |
|---|---|
| Taxi | 6 |
| Limo | 2 |
| Bus | 4 |
| Logistics | 20 |

### Total Scooter Stations
**18**
Total Service Areas   22

## Revenue
This week, 09 Aug 2021 - 15 Aug 2021

98.5%

- ● Total Order
- ● Order Amount
- ● Revenue Earned
- ● Total Refund

## Sales Report
This week, 09 Aug 2...

68.0%

## Total Speed Events on Driver Name
This week, 14 Mar 2022 - 20 Mar 2022

Add New +

---

9:41

← **Shuttle Pass**

**Bus Shuttl** `Economy`

┃ **Pick up near my place**
┃ Near Parkway st.
┃ **Drop near my Work Place**
  Near Wimbeldon st.

**Monthly Pass**    `Coming`
Unlimited Rides for 30 days

This pass can be used for any route in your city

- Limited to maximum of 54 rides / user
- Pass is valid for the next 30 calendar days from the day purchase

**No carry forward rides is applicable    Buy No...

### Other Popular Passes

| Pass **90 Rides** 90 days validity | Total cost: **$20** $40 Per Ride |
|---|---|

| Pass **60 Rides** 60 days validity | Total cost: **$28** $40 Per Ride |
|---|---|

---

9:41

← **Ticket details**

| Parkway st. | 🚌 | Wimbeldon st. |
|---|---|---|

| Date **Aug 21** | Departure **09:30am** | Arrival **10:00pm** |
|---|---|---|

| Passenger **John Doe** | Seat No **10** |
|---|---|

| Booking ID **D675-8** | Bus **Shuttle** | Fare **$172** |
|---|---|---|

**Boarding Pass**
You need to show this to the conductor at the time of boarding

◁ Share Trip Detail    **Live Track**

# Case Studies

## A leading Cape Town based tour agency

Crafted a dynamic and responsive website with seamless sales tracking.

Product Engineering    UI/UX    Database Management    CRM

**30%**
**Improved Efficiency**

**20%**
**Improved Customer Experience**

**15%**
**Boosted Revenue**

# Solutioning

## Challenges

- Absence of a module for monitoring the progress of sales and status of the client's tour package and payment.

- No method for clients to submit requests and amend their tour packages based on their preferences.

- Lack of an alerting system for notifying clients about updates and changes made to their tour packages.

## Technical Spotlight

- Improved the loading speed of the website and made the webpages more interactive and dynamic.

- Integrated animations and ensured SEO friendly content using Jquery.

- Enhanced data performance, storage and reliability using MySQL.

## Solution Highlights

- Agents can add, update and delete client requests.

- Admin can assign monthly targets to agents in amount and number of sales.

- Clients receive alerts and can track the progress of requests via the website.

**Tech Stack**    *php*    MySQL.    jQuery *write less. do more.*    Vue.js

# Case Studies

## A South African travel portal showcasing local businesses in an area

Developed a robust website that enabled the client to seamlessly manage and update offerings.

Product Engineering    UI/UX    Database    Cloud Computing

**6X**
**Increased Efficiency**

**3X**
**Improved Revenue**

**15%**
**Boosted Customer Acquisition**

# Solutioning

## Challenges

- Manual coordination between businesses, hotels, and clients to update the offerings and services and manipulate data on the website.

- Absence of separate modules to track the track user clicks, views on profile, content hits etc.

- Offer real-time updates about available businesses, their offerings, and other related information.

## Technical Spotlight

- Reduced server traffic overload and increased speed using Ajax.

- Leveraged analytics to track user clicks, views on profile, content.

- Experienced seamless scalability for secure data storage with MySQL.

## Solution Highlights

- Real-time data transparency where details of available/open business or hotels are quickly interpreted and visualized.

- Incorporation of master admin panel enabled approval or disapproval of business owner profile, content.

- Reports and dashboards to derive meaningful insights.

**Tech Stack**

php | MySQL | AJAX | Google Analytics

# Dashboard

- Posts
- Media
- Pages
- Comments
- Contact
- **Trips**
  - All Trips
  - Add New
  - Destinations
  - **Activities**
  - Trip Type
  - Pricing Categories
  - Custom Filters
- WP Travel Engine
- Appearance
- Plugins
- Users
- Tools
- Settings
- NS Cloner
- Collapse menu

## Add New Activities

**Name**

The name is how it appears on your site.

**Slug**

The "slug" is the URL-friendly version of the name. It is usually all lowercase and contains only letters, numbers, and hyphens.

**Parent Activities**

None

Assign a parent term to create a hierarchy. The term Jazz, for example, would be the parent of Bebop and Big Band.

**Description**

The description is not prominent by default; however, some themes may show it.

**Image**

Add Image    Remove Image

**Short Description**

Add New Activities

Search Activities

Bulk actions    Apply                                                                        7 items

| | Name | Description | Slug | Count | Thumbnail | Term ID | Featured |
|---|---|---|---|---|---|---|---|
| ☐ | Hiking | Introduction Hiking Hiking is the preferr... | hiking | 10 | | 18 | ☆ |
| ☐ | Jungle Safari | Jungle Safari Jungle Safari is an overlan... | jungle-safari | 2 | | 19 | ☆ |
| ☐ | Kayaking | Kayaking Kayaking is the use of a kayak f... | kayaking | 4 | | 20 | ☆ |
| ☐ | Paragliding | Paragliding Paragliding is the recreation... | paragliding | 2 | | 21 | ☆ |
| ☐ | Peak Climbing | Peak Climbing A climbing peak may refer t... | peak-climbing | 5 | | 17 | ☆ |
| ☐ | Road Cycling | Road Cycling Road cycling is the most wid... | road-cycling | 3 | | 22 | ☆ |
| ☐ | Skiing | Skiing Skiing can be a means of transport... | skiing | 0 | | 23 | ☆ |
| ☐ | Name | Description | Slug | Count | Thumbnail | Term ID | Featured |

Bulk actions    Apply                                                                        7 items

Customer Experience

Booking/Ticketing/OTA

3rd Party Integrations

CRM/ERP/Internal system

Customer Experience

Aviation

Hotels

Digital Marketing

# A Statutory Airport Authority Governing 125 Airports

Improving operational efficiency at airports and accelerating operations.

Process Automation · Modernization · User Experience · Data Mining · Analytics

**5X**
**Improved Work Efficiency**

**80%**
**Reduction in Manual Tasks**

**Insights Driven Decision Making**

# Solutioning

## 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**   tableau   php   AJAX   JS

NEWS

Compared with last year the passenger traffic in December increased by 30%
15.01.2019

FOR YOUR COMFORT

VIP service                    BUY

Business lounge                BUY

Meet & Greet                   BUY

RESTAURANT «POLET»

TICKETS ONLINE

Contrast version

Search on site            FIND

AIRPORT

✈ DEPARTURE          ✈ ARRIVAL

| FLIGHT | DESTINATION | DEPARTURE | STATUS |
|--------|-------------|-----------|--------|
| PS 026 | Kyiv (Boryspil) | 11:35 | Departed |
| PQ 7121 | Sharm El-Sheikh | 14:00 | Departed |
| LO 760 | Warsaw | 14:30 | Departed |
| W6 1298 | Katowice | 15:10 | Departed |
| TK 1476 | Istanbul | 20:55 | Scheduled |
| PC 429 | Istanbul | 02:55 19-01-2019 | Scheduled |

↻ UPDATED 7 MINUTES AGO          MORE FLIGHTS

FLY          DIRECT FLIGHTS    CONNECTING FLIGHTS    DESTINATION MAP

ROME    NEW    MILAN    NEW    LONDON    NEW    VIENNA    NEW

# Case Studies

## A Global consultancy excelling in strategy and innovation

Built an intelligent application driven by IoT for smart hotel rooms.

IoT Integration

UI/UX

Automation

**Enhanced Guest Experience**

**Streamlined Operations**

**Data-Driven Insights**

# Solutioning

## Challenges

- Ensuring seamless communication between diverse IoT devices.

- Managing and analyzing the massive influx of data generated by IoT devices efficiently.

- Protecting the IoT ecosystem from potential cybersecurity threats and breaches.

## Technical Spotlight

- MQTT & CoAP Protocols foster seamless communication across diverse IoT devices.

- Employed AI models to detect data patterns, identifying trends, anomalies, and correlations for informed decision-making.

- Implemented robust security measures like encryption, secure network protocols, and routine firmware updates to minimize potential risks.

## Solution Highlights

- Adopted standardized protocols and APIs for interoperability among devices.

- Utilized AI-driven analytics to derive actionable insights and reduce the data into meaningful patterns.

- Implemented encryption, secure network protocols, and regular firmware updates to mitigate risks.

**Tech Stack**    JS    PostgreSQL    express    redis    socket.io

# A Leader in Indian Bus Services

AI-enabled intelligent Chatbot system for a delightful customer experience.

AI/ML   NLP   UI/UX   Front-end Engineering

**4000+**
**Meaningful Conversations**

**100%**
**Security**

**70%**
**Containment Rate**

# Solutioning

## Challenges

- Managing high volume of routine inquiries hitting its contact center operations.

- Long wait times for attending simple customer queries such as the bus 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**
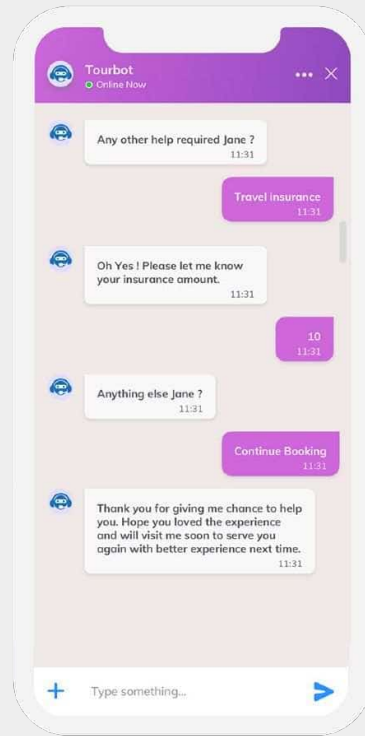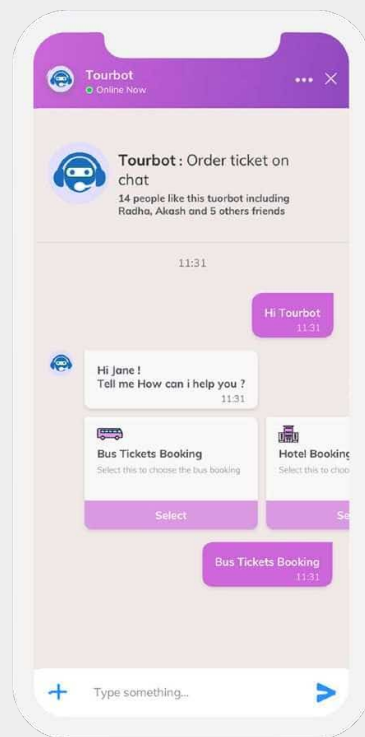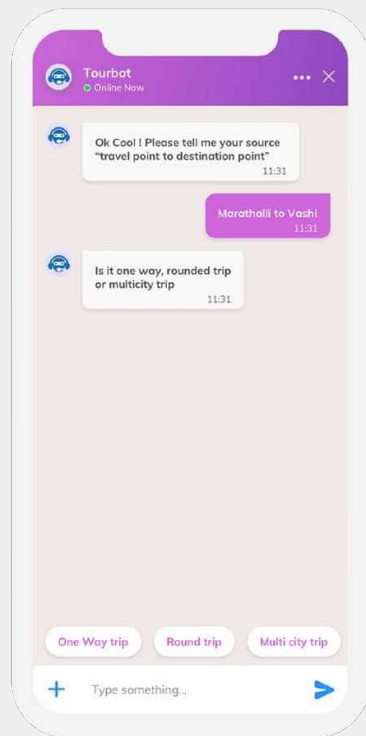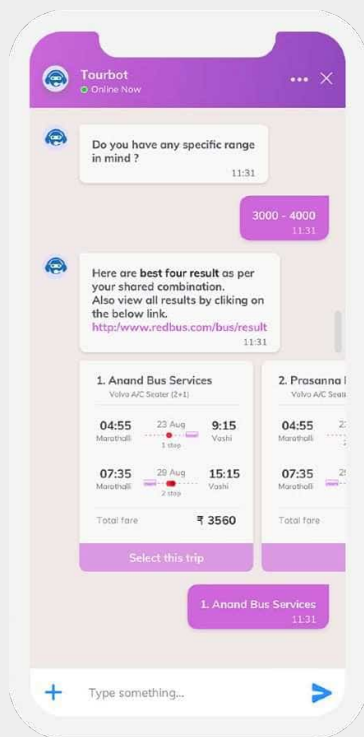
# Case Studies

## Advancing Global Technology Through Quality Software Solutions

Ensured effortless travel support, rewarding community engagement, and insightful city guides.

UI/UX   Customer Experience   Loyalty Program   Personalization

**2X**
**Rewards and Discounts**

**5X**
**Informed and Prepared Travelers**

**Tailored Experience**

# Solutioning

## Challenges

- Encouraging travelers to actively engage with the social travel community.

- Ensuring the blogs are informative, engaging, and effectively.

- Motivating travelers to actively share their travel experiences and connect with fellow travelers can be daunting.

## Technical Spotlight

- Firebase - Cloud Functions facilitated automated incentives triggering based on engagement activities, encouraging user participation.

- Retrofit & OkHTTP allowed smooth data retrieval and content updates from servers, ensuring the latest and relevant blog posts.

- Google Cloud Messaging enabled instant notifications, encouraging prompt engagement within the community.

## Solution Highlights

- Offered incentives such as rewards or discounts for engagement activities like sharing, liking, and commenting within the community.

- Curated high-quality, useful content in the blogs, focusing on insider tips, city insights, and the benefits of socializing during travel.

- Regularly prompted users to share their experiences, ask questions, and initiate discussions to encourage interaction.

**Tech Stack**  Retrofit  OkHttp  Firebase

Home ⌄   Tours ⌄   Hotels ⌄   Transfers ⌄   Restaurants ⌄   Bonus ⌄   Pages ⌄

# GOING INSIDE
# THE LOUVRE MUSEUM

Discover hidden wonders on trips curated by Citytours Tours Experts

**Read more**

# A Costa Rican Travel Agency Specializing In Personalized Tours.

Streamlined registration by leveraging AI for customer satisfaction and profit growth.

Streamlined Registration    AI    Data Analytics    Personalization

**Streamlined Registration Process**

**AI-powered Customer Service Enhancement**

**Data Analytics for Personalization**

# Solutioning

## Challenges

- Ensuring simplicity in registration may risk gathering insufficient essential data.

- AI systems must handle complex queries accurately without human intervention.

- Managing and analyzing large volumes of customer data while maintaining data privacy and security.

## Technical Spotlight

- Implement SSO technology for effortless registration and login, reducing steps.

- Implemented natural language processing (NLP) algorithms to enable chatbots and virtual assistants.

- Use machine learning to analyze customer behavior for personalized recommendations and targeted marketing.

## Solution Highlights

- Conducted thorough user research to determine essential registration data without compromising quality.

- Continuously trained and monitored AI algorithms with real-time data for better accuracy and responsiveness.

- Established strong data governance and compliance to protect customer information and ensure regulatory adherence.

**Tech Stack**   android   Google APIs   Windows Server

# 20 years of experience in Customized Holidays to Central America.

Central America is more than just a holiday destination, it's an intensely ...

## Where do you want to travel ?

Costa Rica, Panama...

🔍

| | | | | |
|---|---|---|---|---|
| 💼 Packages Travel | 🚗 Rental of car | 🏞️ Tour 1 day | 🏨 Reservation Hotel | ✈️ Flights |

💬 chat

# Case Studies

## A travel and trip planning, and excursions provider

Developed a platform that enables users to communicate with each other anonymously and plan trips.

Product Engineering    UI/UX    Database Management    CX

**30%**
**Boosted Customer Experience**

**15%**
**Increased Revenue**

**100%**
**Data Encryption**

# Solutioning

## Challenges

- Absence of a multi-page application with separate modules for dedicated services.

- A difficult to use and unattractive interface left users dissatisfied with the application.

- Lack of a communication channel enabling users to communicate with each other anonymously.

## Technical Spotlight

- Leveraged Angular 2.0 to create a dynamic interface which facilitates high speed and performance.

- Increased compatibility and server load capabilities using JavaScript.

- Decreased development time and improved the loading speed of the pages using CSS.

## Solution Highlights

- Users can access separate modules to plan trips, travel itinerary, and excursions.

- The community module allows users with similar plans to anonymously communicate and possibly join up to do it together.

- Various excursions offered which can be filtered from a few hours to a month.

**Tech Stack**

JS | CSS | HTML5 | ANGULAR | (React)

# TOUR PLANNER

Adventure awaits. Book your journey now.
Experience the thrill of adventure, immerse yourself
in new cultures, and make lifelong connections along the way.
Explore uncharted territories, create unforgettable
memories and expand your horizons

**Customize Your Perfect Journey Today**
Discover new horizons
with our expert guides
MORE DETAILED →

**Embark on the Adventure of a Lifetime**
Explore uncharted territories,
create unforgettable memories
MORE DETAILED →

**Discover Your Next Great Escape**
Explore uncharted territories,
create unforgettable memories
MORE DETAILED →

## TOUR PLANNER

POPULAR TOURS

**DISCOVER NEW HORIZONS WITH OUR EXPERT GUIDES**

# Customer-Centric Travel Organisation Redefining Experiences

Enabled automated check-ins, loyalty perks, notifications, offers, and digital room views.

Automated Check-Ins    Real-Time Notifications    Immersive Digital Room Views    UI/UX

**Streamlined Check-In Process**

**Increased Customer Loyalty**

**Informed Decision-Making**

# Solutioning

## Challenges

- Integrating diverse systems for automated check-ins and digital room views

- Designing and managing an effective loyalty program requiring ongoing maintenance and adjustments.

- Tailoring offers to individual guest preferences and behaviors.

## Technical Spotlight

- Middleware Solutions such as Apache Kafka or RabbitMQ, aided in managing and transmitting data between systems reliably and asynchronously.

- Utilized Salesforce for customer data management and personalized engagement.

- Utilized predictive analysis for personalized offer suggestions based on guest behavior.

## Solution Highlights

- Implemented advanced API integration methodologies and compatibility checks to ensure smooth interoperability among systems.

- Developed user-friendly interfaces and intuitive tools to manage loyalty programs effectively.

- Leveraged guest data to tailor personalized incentives based on preferences and behaviors.

**Tech Stack**    php    MySQL    JS    AJAX    Laravel

Aviation

# Case Studies

## A Leader in APAC Airline Industry

Engineered a web application that drives business intelligence.

Web Application    Data Analytics    Automation    Product Engineering

**60%**
**Improved Operational Efficiency**

**80%**
**Reduced Paperwork**

**Business Intelligence**

# Solutioning

## 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**   ANGULAR   +ableau   Microsoft® SQL Server   aws
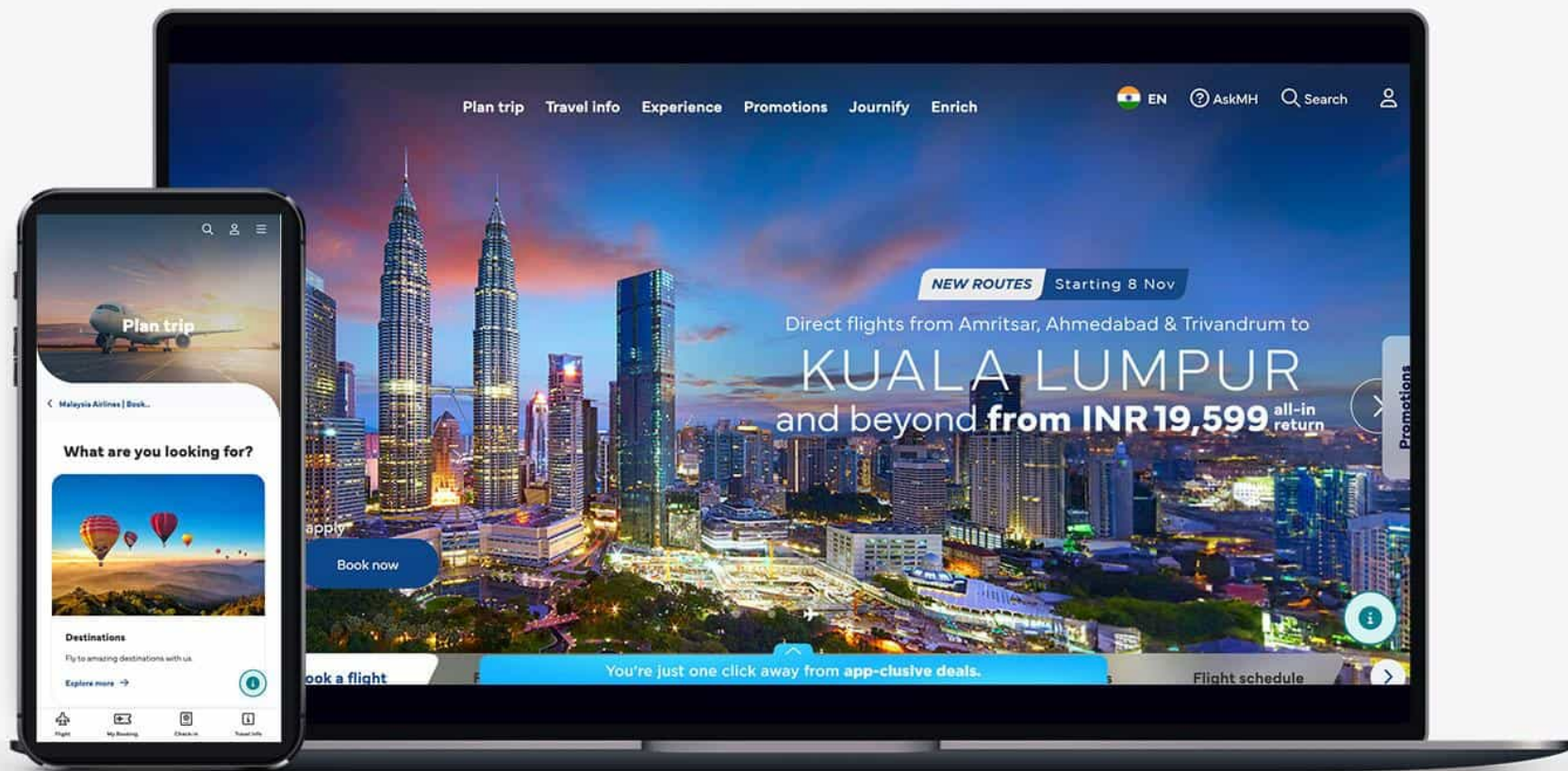
# A Reputed Civil Aviation Authority in Africa

An intuitive  CMS interface  for introducing dynamism & improved experience.

CMS    UI/UX    Site Responsiveness    SEO Friendly    Flexibility    Social Media Integration

**15X**
Accelerated Feature Releases

**75%**
Reduced Paperwork

**2X**
Better Business Intelligence

# Solutioning

## 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**  HTML5  CSS3  php  AJAX  MySQL

# Publications

**DISCOVER MORE**

PUBLICATIONS

AEROSPACE MEDICINE TO

LICENSING Aircraft's,

OPERATORS Private,

FLYING INTO BOTSWANA

AERONAUTICAL CHARGES

REMOTELY PILOTED

# Case Studies

## A leading airline known for its luxurious travel

Streamlining and improving the airline revenue accounting efficiencies.

Automation    Product Engineering    Data analytics    Data tracking

**70%**
**Improved cash flow**

**3X**
**Better Process Automation**

**10X**
**Enhanced accuracy**

# Solutioning

## 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**   python™   django   Microsoft® SQL Server

# Executive Overview

|  | This | Last |
|---|---|---|
| Net Revenue | ▼ 6.11% $1.04M | $1.11M |
| Returns | ▼ 78.72% $21.04K | $98.84K |
| Return Rate | ▼ 75.80% 1.98% | 8.17% |

This Quarter vs Last Quarter ▼

## Sales by State

0.00M

## Monthly Sale Trends

Revenue / Volume

$700.00K — 1250
$600.00K — 1000
$500.00K — 
$400.00K — 750
$300.00K — 500
$200.00K — 
$100.00K — 250
$0.00K — 

Jan 18, Feb 18, Mar 18, Apr 18, May 18, Jun 18, Jul 18, Aug 18, Sep 18, Oct 18, Nov 18, Dec 18

Month(Order Date)
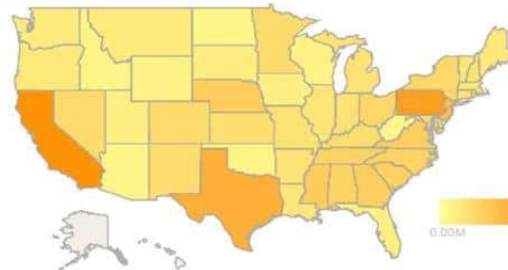
## Employee Performance This Quarter

| | | |
|---|---|---|
| Sue | 107% | |
| Robert | 160% | |
| Eric | 51% | |
| Annie | 210% | |

$0.00K $100.00K $200.00K $300.00K $400.00K $500.00K $600.00K

Revenue vs Quota

Booking/Ticketing/OTA

3rd Party Integrations

CRM/ERP/Internal system

Customer Experience

Aviation

Hotels

Digital Marketing

# The flagship carrier of India

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

Digital Interoperability     Data Management     User Experience     Billing

**5X**
**Data Interoperability**

**0**
**Technical Snags**

**34%**
**Growth in Customers**

# Solutioning

## 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**    ASP.NET    C#    Microsoft SQL Server    AJAX    JS

# Hotels

# Case Studies

## A luxury hotel chain renowned for its iconic properties and service

Built an intranet portal for handling business processes of modules such as audit, accounts, legal, and HR.

Integrated Modules    Audit Trail Management    Document Management

| Streamlined Processes | Enhanced Compliance | Document Accessibility |
| --- | --- | --- |

# Solutioning

## Challenges

- Integrating various modules (audit, accounts, legal, HR) within a single intranet portal

- Ensuring accuracy and authenticity of documents retrieved from different units for the accounts module.

- Establishing seamless workflows for archiving documents across units.

## Technical Spotlight

- SharePoint 2013 served as a comprehensive platform for intranet portal development.

- C# and ASP.NET facilitated the creation of automated validation protocols ensuring document accuracy.

- C# and ASP.NET provided a robust backend framework for seamless data handling and processing.

## Solution Highlights

- Customized modules for seamless integration within the portal, ensuring smooth functionality.

- Implemented automated validation protocols to verify documents ensuring accuracy and compliance.

- Designed and implemented optimized workflows for efficient document archiving and retrieval across units.

**Tech Stack**
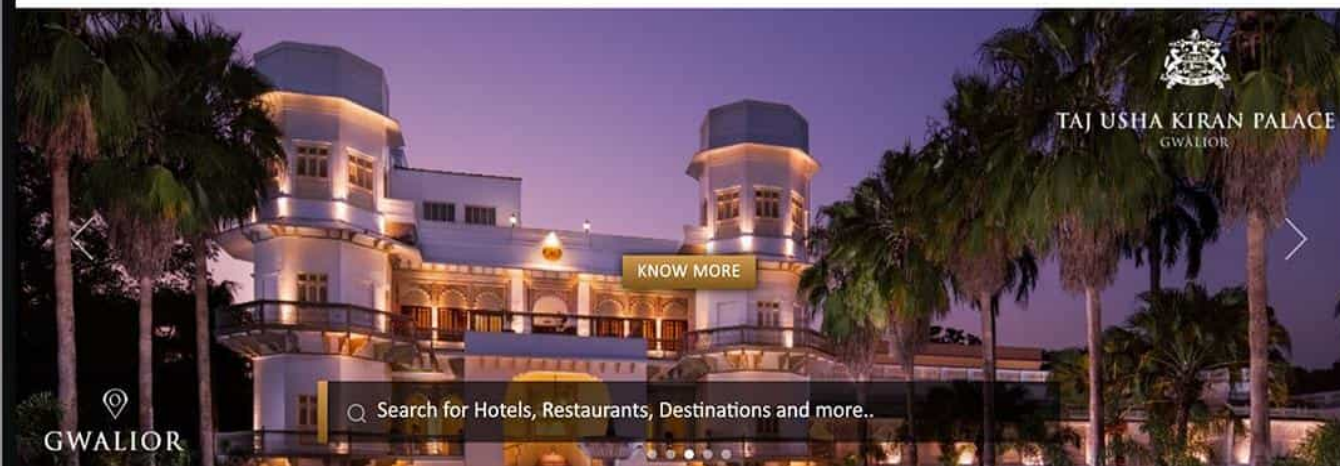
Booking/Ticketing/OTA

3rd Party Integrations

CRM/ERP/Internal system

Customer Experience

Aviation

Hotels

Digital Marketing

# A Major Hospitality Company In India

Enhanced infrastructure managed services for seamless and top-tier system performance.

Scalability and Flexibility     Streamlined Operations     Optimized Resource Allocation

**Streamlined Operations**

**Optimized Resource Allocation**

**Scalability and Flexibility**

# Solutioning

## Challenges

- Accommodating the growth of infrastructure to support increasing demands and business expansions.

- Integrating and modernizing existing legacy systems with new technology

- Ensuring business continuity in the event of natural disasters, cyber-attacks, or system failures.

## Technical Spotlight

- Used cloud services, a flexible architecture for instant resource scaling, ensuring adaptability to changing business needs.

- Streamlined Legacy-to-Modern Integration Through Gradual Migration, APIs, and Middleware Investment.

- Ensuring Business Continuity with Robust Disaster Recovery, Backups, and Contingency Procedure Testing.

## Solution Highlights

- Created a flexible architecture using cloud services or modular designs for easy and instant resource scaling as needed.

- Adopted step-by-step migration plans, employ APIs, and invest in middleware for legacy-to-modern system integration.

- Implemented robust disaster recovery plans, regular backups, and testing of contingency procedures to minimize downtime.

**Tech Stack**    JS    PostgreSQL    express    redis    socket.io

# TAJ

Ranked Once Again as

## STRONGEST BRAND IN INDIA ACROSS SECTORS & INDUSTRIES

By Brand Finance

2023  •  2022  •  2020

10+ COUNTRIES

125+ LOCATIONS

80+ SPAS

260+ HOTELS

430+ RESTAURANTS

31000+ ROOMS

32000+ EMPLOYEES

THE INDIAN HOTELS COMPANY LTD
NSE: INDHOTEL

## A global hotel brand renowned for its diverse lodging options

Built a User-Friendly WordPress Experience for Hotels and Offers.

UI/UX          Geolocation          Booking Accessibility

**Enhanced User Experience**

**Location-Based Services**

**Booking Accessibility**

# Solutioning

- Balancing a multitude of hotel listings, diverse offers, and booking functionalities without overwhelming users.

- Ensuring the system provides up-to-date and accurate information regarding nearby hotels and their availability.

- Ensuring the website remains fast and responsive even with increased traffic and booking requests.

**Technical Spotlight**

- JavaScript & AJAX improved interface responsiveness, boosting user engagement and experience.

- SSAS ensured accurate updates by analyzing hotel availability and trends for insightful data processing.

- PHP efficiently implemented caching mechanisms for improved server performance in handling increased user traffic.

**Solution Highlights**

- Implemented a user-centric approach to layout and navigation to simplify the hotel discovery and booking process.

- Implemented systems that regularly update hotel availability and information to maintain accuracy.

- Implemented caching mechanisms and optimised server performance to handle increased traffic.

**Tech Stack**

JS · php · SAS · AJAX · HTML5 · CSS3 · WordPress · Microsoft SQL Server · jQuery write less. do more.

Benefits That Make You Soar

Take your travel experiences further with our preferred partnership

Learn More

Help English My Trips Sign In Or Join

Find & Reserve Special Offers Vacations Our Brands Our Credit Cards About Marriott Bonvoy Meetings & Events

DESTINATION
Where can we take you?

1 NIGHT
Wed, Jan 03 - Thu, Jan 04

Find Hotels

# Case Studies

## Cryptocurrency Designed For Hospitality, Simplifying Transactions

Designed a platform for earning crypto rewards by booking hotels
and redeeming credits for exclusive services.

User Authentication    Registration Security    Review System

**Smart Contract Development**

**Backend Analytics for User Rewards**

**Enhanced Security Measures**

# Solutioning

## Challenges

- Developing and deploying robust smart contracts to ensure secure and efficient transactions within the platform.

- Integrating the frontend with backend functionalities, including image uploads, review tracking, and backend analytics for user rewards.

- Ensured secure logins with tailored access for diverse users.

## Technical Spotlight

- Developed secure smart contracts using Solidity for reliable token creation and blockchain compliance.

- A strong REST API for ensured smooth front-end and back-end communication.

- Leveraged Node.js for secure multi-level authentication implementation.

## Solution Highlights

- Utilized Solidity for smart contract development, ensuring the creation of a reliable and secure platform token while adhering to blockchain best practices.

- Implemented robust REST API for seamless frontend-backend interaction.

- Implemented a multi-level authentication system tailored to various user types, ensuring secure access to appropriate features.

**Tech Stack**  node  mongoDB

# A TRAVEL LOYALTY MARKETPLACE.

### Loyalty Points are Replaced With Loyalty Coins

600K+
HOTELS

185+
COUNTRIES

5000+
CITIES

700
AIRLINES

LO

We're offline
Leave a message

# A B2B Global Bed Bank With A Vast Hotel Inventory

Enabled travel agents worldwide to access and book over 800000 hotels worldwide Instantly.

Database Management    Centralisation    Networking    UI/UX

**10X**
**User-Friendly Accessibility**

**Centralized Hub**

**Streamlined B2B Transactions**

# Solutioning

## Challenges

- Coordinating diverse services for international travel, from flights to accommodations, across various regions and time zones.

- Creating effective multilingual customer support for diverse travelers.

- Customizing tours to cater to different cultural interests.

## Technical Spotlight

- Alamofire provided secure and reliable communication between the booking system and external APIs or services.

- CoreText supported the creation and customization of multilingual content for different user bases.

- Map Kit provided geographical insights for crafting tour routes and including specific landmarks or cultural sites.

## Solution Highlights

- Implemented a unified global booking system for seamless international travel coordination.

- Established a robust customer support system with multilingual support agents to assist travelers from different regions.

- Designed customizable packages that cater to various demographics and preferences. Provided flexibility for clients to tailor packages to their specific needs.

**Tech Stack**

ASP.NET · Core Location · {JSON} ·

# EXPERT

MORE THAN 300 PACKAGES

Digital Marketing

# Case Studies

## Luxury Resort Oasis with Exquisite Dining Amidst Tropical Splendor

Improved the ranking & organic traffic by (62.29%) on search engines.

Content optimization    Internal linking    URL optimization    Google Analytics

**16%**
**Significant SEO Success**

**20%**
**Remarkable Growth**

**60%**
**Massive Traffic Surge**

# Solutioning

## Challenges

- Overcoming the fierce competition associated with the client's chosen keywords.

- Optimizing website performance using diverse Google Analytics data for enhanced user experience.

- Resolving diverse technical issues such as 404 errors, schema errors, and server glitches.

## Technical Spotlight

- Implemented Google Analytics for tracking website traffic and user behavior based on targeted keywords.

- Google Analytics was implemented to gather comprehensive website data, including traffic sources, user behavior, bounce rates, and user locations.

- Google Search Console offered insights into website health, indexing issues, and suggestions for improving site performance.

## Solution Highlights

- Identified key LSI keywords, achieving top search rankings by researching competitors and strategic keyword targeting.

- Utilized Google Analytics insights (traffic, bounce rate, locations) for a comprehensive understanding of the client's website.

- The webmaster setup efficiently resolved a range of website issues, ensuring seamless user experience and optimal website performance.

# KEYWORDS RANKING

Initially, 9 out of 50 keywords were ranking in Top 10. With our optimisation process, we were able to rank 23 out of 50 keywords in Top 10.

| Keywords | Search Engine | Before SEO | | After SEO | |
|---|---|---|---|---|---|
| | | Page | Rank | Page | Rank |
| hotel in portsea | Google | – | – | 1 | 1 |
| wedding hall in portsea | Google | – | – | 1 | 1 |
| function hall in portsea | Google | – | – | 1 | 1 |
| accommodation portsea | Google | – | – | 1 | 2 |
| restaurant portsea | Google | – | – | 1 | 4 |

ValueHits

Booking/Ticketing/OTA

3rd Party Integrations

CRM/ERP/Internal system

Customer Experience

Aviation

Hotels

Digital Marketing

# The most picturesque hotel on the Mornington Peninsula

Increased booking enquiries by 56.32% within 3 months.

Blog updates    Structured Data    Information Optimization    Google Maps

**7X**
High Search Visibility

**22%**
Organic Traffic Growth

**58%**
Enhanced Customer Interest

# Solutioning

## Challenges

- Not enough quality backlinks were built.

- Their existing backlink profile had spam backlinks which was created by earlier agency.

- The product pages lacked essential details and visuals, hindering user engagement and conversions.

## Technical Spotlight

- Google Forms helped create submission forms and manage client data and submissions as per package specifications.

- Google's Disavow Tool allowed webmasters to upload a file of unwanted backlinks, signaling Google to disregard them when assessing site rankings.

- Content Management Systems (CMS) helped create and manage product pages with structured content, descriptions, and multimedia elements.

## Solution Highlights

- No. of submission per day were 10 which were distributed among the various activities as per the package chose by the client.

- We disavowed the spam backlinks in Google Search Console to avoid getting penalized further.

- Thoroughly optimized product pages with detailed descriptions, high-quality images, and clear delivery information to enhance user experience.

# Organic Traffic Comparison



**Monday, January 3, 2022**
■ Users (Organic Traffic): **32**

December 2021          January 2022

Primary Dimension: **Default Channel Grouping**   Source / Medium   Source   Medium   Other ▾

Plot Rows | Secondary dimension ▾ | Sort Type: Default ▾ | | advanced

| Default Channel Grouping | Acquisition | | | Behavior | | | Conversions | | |
|---|---|---|---|---|---|---|---|---|---|
| | Users ⬇ | New Users | Sessions | Bounce Rate | Pages / Session | Avg. Session Duration | Goal Conversion Rate | Goal Completions | Goal Value |
| **Organic Traffic** | **2,039**<br>% of Total: 63.09% (3,232) | **1,969**<br>% of Total: 62.29% (3,161) | **2,679**<br>% of Total: 63.98% (4,187) | **59.13%**<br>Avg for View: 64.96% (-8.98%) | **2.15**<br>Avg for View: 1.99 (7.65%) | **00:02:19**<br>Avg for View: 00:02:00 (16.34%) | **0.00%**<br>Avg for View: 0.00% (0.00%) | **0**<br>% of Total: 0.00% (0) | **AED 0.00**<br>% of Total: 0.00% (AED 0.00) |
| 1.   Organic Search | **2,039** (100.00%) | **1,969** (100.00%) | **2,679** (100.00%) | 59.13% | 2.15 | 00:02:19 | 0.00% | 0   (0.00%) | AED 0.00   (0.00%) |

The client had set a target to get at least **500 users** per month from **Nov to Jan 2022**. Due to our effective SEO strategies and timely implementation, we achieved this target.

## A Premium Taxi Services In Lucerne, Switzerland

Effectively increased bookings by 40% in 3 months.

Content optimization    Google analytics    SEO keyword research    Competitor Analysis

**5X**
**Rapid SEO Success**

**85%**
**Increase in website traffic**

**40%**
**Boost in Bookings**

# Solutioning

## Challenges

- Maintaining the quality and authenticity of submissions across different platforms.

- Ensuring that article submissions and social bookmarking effectively reached the intended audience.

- Conducting extensive competitor analysis and LSI keyword research.

## Technical Spotlight

- Implemented AI-powered tools like sentiment analysis and content validation algorithms for initial screening.

- Utilised Facebook Insights to analyze demographic, behavioral, and engagement data of existing audiences on various platforms.

- Facebook Pixel helped deploy tracking pixels for re-engaging website visitors with targeted ads based on their previous interactions.

## Solution Highlights

- Regularly reviewed and validated submissions helped maintain the quality, ensuring genuine content across platforms.

- Conducted thorough audience research guided the choice of platforms for submissions, enhancing engagement and impact.

- Utilizing Call-Only and Remarketing campaigns effectively targeted potential customers, boosting bookings and enhancing conversion rates.

# Organic Traffic Comparison

| November 2021 | December 2021 | January 2022 |
|---|---|---|
| 658 (53.28%) | 924 (66.62%) | 1,097 (70.10%) |

The organic traffic increased by **(70.10%)** in January 2022

# New Visitors

| November 2021 | December 2021 | January 2022 |
|---|---|---|
| 509 | 698 | 762 |

New Visitors increased by **(69.46%)** in January 2022

# Returning Visitors

| November 2021 | December 2021 | January 2022 |
|---|---|---|
| 149 | 226 | 335 |

Returning Visitors increased by **(30.54%)** in January 2022

ValueHits

# A Luxury Car Rental Company In UK

Ranked 27 non ranking keywords in top 20 within just 5 months.

Keyword Ranking    Traffic increase    Google Algorithm    Structured Data

| | | |
|---|---|---|
| **70%** Keyword Ranking Improvement | **57%** Boost in Traffic | **4X** Conversion Rate Enhancement |

# Solutioning

## Challenges

- Addressing various crawling problems, including 404 errors and blocked pages.

- Implementing Structured Data to boost the SERP results of key pages.

- Enhancing the relevance of Meta Tags, Heading Tags, and Content to align with user search queries.

## Technical Spotlight

- Google Search Console (GSC) helped monitor crawl errors, indexing issues, and other website-related notifications.

- Employed Aggregate Review and Rating Schema, ensuring higher click-through rates and improved search visibility.

- Google Keyword Planner helped identify relevant keywords based on search volumes and competition.

## Solution Highlights

- Regularly monitored Search Console errors, promptly fixing issues such as Pages Not Found and Robots.txt blockages.

- Higher click-through rates and improved search visibility boosted user engagement and overall search performance.

- Strategic placement of keywords based on competitor analysis, adhering to Google Algorithm updates for relevancy.

# Organic Traffic Comparison
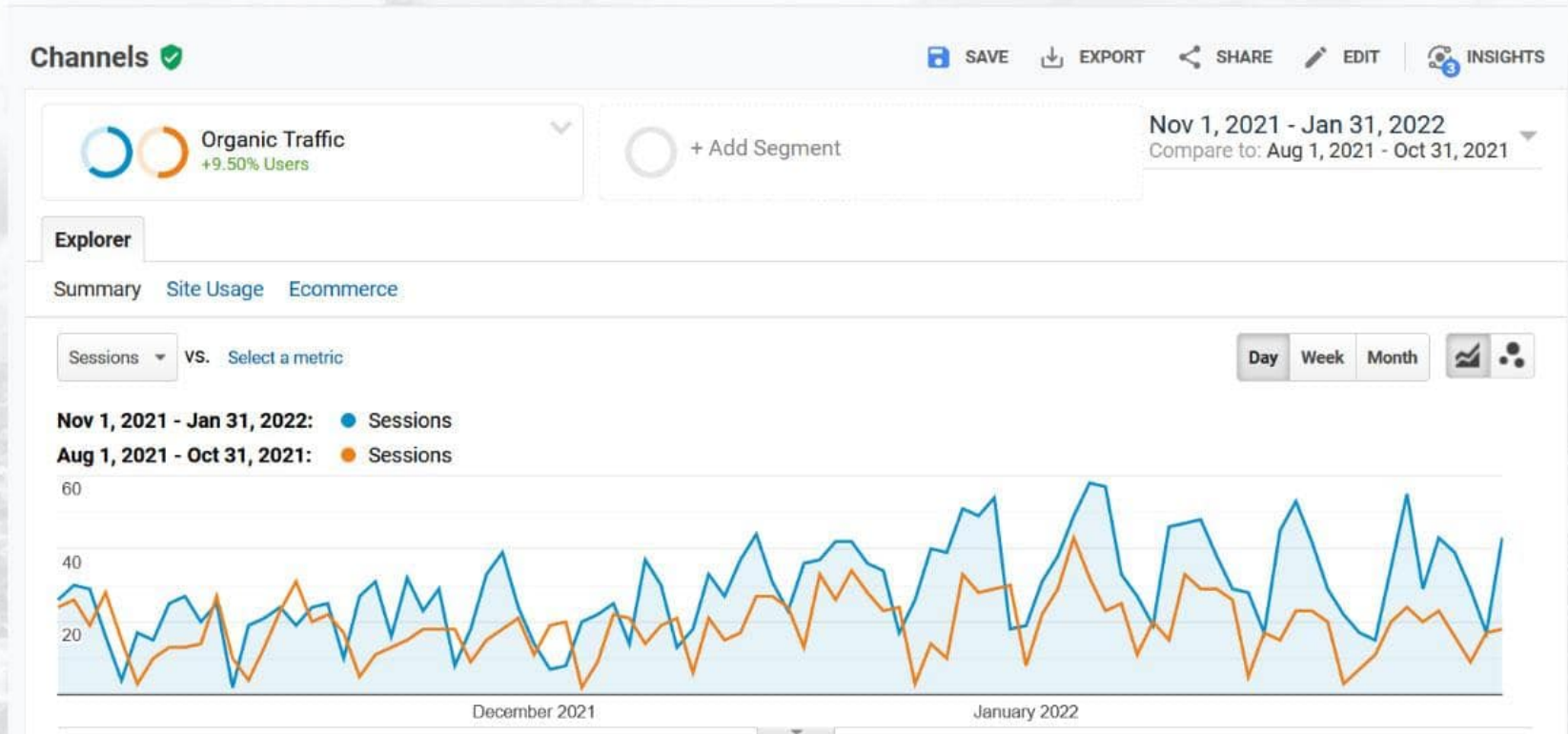
# Experienced Brokerage Firm For Miles On Major Airlines

Expanded global reach & 22,755.21% growth in 24 months.

Keyword Ranking     Traffic increase     Google Algorithm     Structured Data

**50%**
**Keyword Boost**

**217X**
**Pageviews Improvement**

**130%**
**Organic Traffic Growth**

# Solutioning

## Challenges

- Enhancing organic visibility and traffic required strategic efforts, considering the gradual nature of SEO improvements.

- Aligning with new markets necessitated content and backlink strategies.

- Implementing various on-page techniques aimed to enhance visibility and user experience.

## Technical Spotlight

- Google Trends helped identify trending topics and queries to tailor content.

- Google Analytics (GA) helped analyze global user behavior, preferences, and engagement metrics.

- Yoast SEO helped optimize meta tags, titles, and descriptions for individual pages.

## Solution Highlights

- Strategic content creation provided concise answers to common search queries, focusing on featured snippets to boost authority.

- New content, backlinks, and site optimizations enhanced global alignment, ensuring accurate mapping and faster loading.

- Comprehensive on-page optimization, from meta tags to URL optimization, enhanced the website's visibility and user engagement.

# Organic Traffic Comparison

| Default Channel Grouping | Acquisition | | |
|---|---|---|---|
| | Users ? ↓ | New Users ? | Sessions ? |
| **Organic Traffic** | **61.70%** ▲ <br> 2,039 vs 1,261 | **61.39%** ▲ <br> 1,969 vs 1,220 | **54.68%** ▲ <br> 2,679 vs 1,732 |
| 1. Organic Search | | | |
| Nov 1, 2021 - Jan 31, 2022 | **2,039** (100.00%) | **1,969** (100.00%) | **2,679** (100.00%) |
| Aug 1, 2021 - Oct 31, 2021 | **1,261** (100.00%) | **1,220** (100.00%) | **1,732** (100.00%) |
| **% Change** | **61.70%** | **61.39%** | **54.68%** |

Organic Traffic has **increased** by **54.68%** from **Nov 2021 to Jan 2022** as compared to **Aug 2021 to Oct 2021.**

ValueHits

# Case Studies

## A Dynamic Travel Management Company

Boosting Company Revenue for US & Canada, UK, Singapore, and UAE markets.

Backlinking    Domain Authority    Content Optimization

| 100% | 3X | 80% |
|---|---|---|
| **Increased Backlink Building** | **Boost in Domain Authority** | **Boost in Traffic** |

# Solutioning

## Challenges

- Needed to increase visibility, brand awareness, and overall online presence.

- Enhancing user experience to increase visitor engagement and traffic.

- Simplifying the website's checkout process, reducing drop-offs, and optimizing the enquiry flow for higher conversions.

## Technical Spotlight

- Crawling Tools helped conduct in-depth website audits to identify technical SEO issues, broken links, and indexing problems.

- Content Management Systems (CMS) facilitated content creation, management, and optimization.

- Magento helped integrate secure payment gateways for seamless transactions.

## Solution Highlights

- Utilized extensive SEO audits, competitor analysis, and LSI keyword research to enhance visibility and brand recognition.

- Implemented website optimization techniques, including content development, meta tags, internal linking, and schema markup.

- Collaborated with the Client Development Team to streamline the checkout process.

# KEYWORDS RANKING

Out of the 50 keywords that the client has selected, 18 Keywords are ranking on 1st Page within the span of 3 months.

| Keywords | Search Engine | Before SEO | | After SEO | |
|---|---|---|---|---|---|
| | | Page | Rank | Page | Rank |
| wedding venues townsville | Google | N/A | N/A | 1 | 1 |
| casino resort townsville | Google | N/A | N/A | 1 | 1 |
| private function venue townsville | Google | N/A | N/A | 1 | 2 |
| tropical wedding venue townsville | Google | N/A | N/A | 1 | 3 |
| resort rooms in townsville | Google | N/A | N/A | 1 | 3 |
| function spaces townsville | Google | N/A | N/A | 1 | 6 |
| birthday party venues townsville | Google | N/A | N/A | 1 | 8 |

ValueHits