

# Customer Case Study

## Customer Profile

A leading travel & ticketing agency

**Industry:** Travel and Entertainment

**Location:** IL

## Engagement Details

Service Type: Integration and ITES  
Maintenance and Customer Support

Engagement Mode: Offshore  
Development/Customer Support

Resources Deployed: Development 10,  
BPO services 30

Duration: 6 Months

## Key Benefits

- ❖ Almost 95% of critical processes managed through low cost offshore delivery team.
- ❖ Operations and service cost reduced by over 40%.
- ❖ Savings of over \$ 3mil/year
- ❖ Core processes (ticketing) managed by industry certified agents (IATA).
- ❖ Tightly integrated development and support mechanism for faster and proactive issue handling.
- ❖ Faster processing of customer request because all processes are managed under one roof.

For additional information or to discuss an opportunity with us, please contact us at the below address or email us to [info@computechcorp.com](mailto:info@computechcorp.com)

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## Online Ticketing System

Client is an online airline ticket re-seller for all major airlines in the world. It has established itself as one of the largest travel sites on the Internet and specializes in providing customers with a large database of airlines, so they may be offered at the lowest prices possible. Client was using a system that was built with outdated technologies. To increase their sales and to provide instant & better customer support he was looking at an ideal technology solution partner capable of developing a new interface for the online ticket reservation system that would provide enhanced and easy interface.

## High-Level Project Goals Achieved

- ❖ Development of Java based interface with Amadeus GDS for airlines ticketing
- ❖ Integration with third party hotels and car rental systems maintenance
- ❖ Customer Support and Relationship Management
- ❖ Voice, E-mail, Live chat and Content Management
- ❖ Quality control
- ❖ Chargeback and Returns Management and Accounting

## Technical Environment:

Java Script, HTML, JSP, Servlets, EJB, MYSQL for Linux, SAX parser, JDBC drivers, Jboss