

SunHotels Webjet Group

Case Study

Multi-supplier Integration

Onsite-Offshore delivery model



webjet.com.au



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About us

Zenith-ComC is an integral part of ComCrowd Global. We partner with reputed Travel & leisure companies to create Custom technologies and outsource their Business Processes. Our nearshore & offshore locations allow us to be cost efficient and deliver relevant solutions to Airlines, Hotels, OTAs, Tour operators, Car rentals, Food & restaurants, cruises and Leisure travel operators.

As a Travel technology solution provider, we offer a range of services that include Consulting & Product development, Custom Application development, Business Process Outsourcing, Back office support, Maintenance and Integration services. Zenith has worked with several leaders in Travel & Hospitality industry in deploying and supporting B2B and B2C Online Hotel Reservation Systems, E-business solutions, Internet booking engine and Online service adapters that interface with external operators and providers. We have been in the forefront assisting Accommodation service providers in GDS & operator integration and building enterprise travel portals. Zenith is one of the few companies having demonstrated knowledge and experience on all new standards being adopted by the industry like OTA, Travel 2.0 compliance, GDS and non-GDS integrations and other evolving technologies.



Travel Segment	IT Services	
<ul style="list-style-type: none"> - Online Travel - Hotel - Car Rental - Tour Operators - Cruise - Consolidators - Leisure/Corporate - Travel Houses 	<ul style="list-style-type: none"> - Travel Portal Development - Point of Sale (Standalone, online, integrated) - Online reservation system - Search engine optimization - Integration with GDS API's - Mid office functionality - Back office application 	<ul style="list-style-type: none"> - Bespoke development - Migration / Reengineering - Web enabling of legacy app - Maintenance / Enhancements - Support services - Integration support - Offshore Development Center

Overview

Sunhotels is part of the Webjet Group, a leading Online Travel company that provides B2B and B2C services to its customers. Its online travel tools and technologies have the ability to **compare, combine and book the best domestic/international flight deals, hotel accommodations, holiday package deals, travel insurance and Car hire services.**

We have executed several projects for the Webjet Group and they include a diverse set of activities. Some key ones include

1. IT Consulting- Enterprise Travel Management System
2. Expedia Integration Service
3. Sunhotels Multi supplier API, XML Integration projects
4. Complex Responsive Widgets development for flights and Hotels

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Scope of Work- Multi supplier API, XML Integration projects

Sunhotels is part of the Webjet group. The project was integrating the existing Sunhotels applications and systems to multiple Suppliers and GDS providers. The interfaces allowed Sunhotels to receive real time availability, rates, manage booking and cancellation along with negotiated deals, commission, and markup.

Webjet Brands



About Sunhotels

Sunhotels offers product and make it easy for partners to search, book and transact travel arrangements – it's that simple! Founded in 2002, with the aim of helping Scandinavian travel agencies find accommodation in European beach destinations, Sunhotels has grown into one of the largest accommodations and ground service providers in Northern Europe.

Sunhotels offers FIT and Group Travel products in beach and city destinations across more than 120 countries around the world, and a team of over 150 travel experts service and support travel agencies and tour operators globally. Sunhotels was acquired by the Webjet Group in 2014.

ZenithComC's Experience in doing supplier integrations

We are one of the few companies globally, having experience on all new standards like OTA, Travel 2 compliance, GDS, non-GDS, XML API integration. Since 2020 we have successfully completed over 500+ integrations for Hotels, flights, Cruises, Car rentals, Railways, Travel insurance, Payment gateways etc, exceeding 50+ suppliers worldwide.

You just must leave it to us!

List of supplier's integrations done for Sunhotels

Orbitz (Live) 	GTA (Live)  powering global travel	HotelBed (Live) 
AOT (Live) 	HanaTours (Live) 	Hikari - (LIVE) 
DIDA (Static) 	TL-Lincoln (Fit Ruums) - Live 	HotelPass (FitRuums) - Live 
MG Holidays 		Peakwork (Live) 

Project Challenge:

Each Supplier was different, hence it needed tremendous flexibility and ingenuity to come up with solutions to unforeseen technical challenges.

In this regard:

- (a) For Periodic reviews, ongoing improvements and clarity of processes, our Project Managers and Technical architects made routine visits to Spain, Palma de Mallorca. The aim is to ensure all stakeholders plan, schedule and prepare the development activities required by SunHotels.
- (b) These also included discussions on complex upcoming assignments (Architecture, Design scoping and implementation activities).
- (c) A detailed understanding gathered of all components & structure of Sunhotels current systems for interfacing. Our team will analyze the source code of Sunhotels application for performing the integration.
- (d) Map the features provided by Supplier XML API services with Sunhotels business requirements and understand what information needs to be provided to Sunhotels system. Our prior experience in implementing supplier integration projects allowed us to use that knowledgebase for performing the project efficiently.
- (e) The team designed, developed and tested all aspects related to the Supplier APIs and performed the integration.
- (f) Additionally, Mapping documents were prepared on mapping of data between Suppliers and Sunhotels.

Approach

The project was executed cost effectively using the Onsite- offshore delivery model.

- Onsite (Sunhotels office in Palma de Mallorca, Spain): Activities included having in-depth meetings with various stake holders, understanding Sunhotels system, structure, challenges and code and discussions with the technical team.

The visit ensures smooth transition/ integration and plugged gaps of our understanding of the system which we believe were extremely crucial.

- Offshore (Offshore Development in India): Activities related to Design and Development and execution

The Project was divided into:

1. Stage 1: System Study, Setup and Planning Our approach was to

1. System Set-up: Create test environment of Sunhotels System for System Understanding & Analysis:

- Understand the current Sunhotels components that are being used.
- Study and Understand Supplier APIs and map the available information to the business requirements of Sunhotels, go through the complete workflow/ code of the system.
 - Allocating the Development team towards the project.

2. Stage 2: Offshore Project Initiation (Phase 1: Supplier Integration Offshore)

a. Post Analysis our team started development of the proposed solution post Sunhotels confirmation of the mapping document shared by us.

