

The Expedia project Webjet Group

Case Study

Webjet-Expedia API Integration

Onsite-Offshore delivery model



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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

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- Webjet-Expedia Integration project

The project was integrating the existing Webjet applications and systems with Expedia via APIs. The interface allowed the group to receive real time availability, rates, manage booking and cancellation along with negotiated deals, commission, and markup.

Webjet Brands



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 gateway's etc, exceeding 50+ suppliers worldwide.

You just must leave it to us!

Approach

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

- Onsite (Webjet office in Melbourne, Australia): Activities included understanding Webjet's system, structure and code and discussions with the technical team.
- Offshore (Offshore Development in India): Activities related to Design and Development and execution

In this regard :

- (a) a feasibility study was conducted for integrating Expedia with the Webjet application.
- (b) A detailed understanding gathered of all components & structure of Webjet's current systems for interfacing. Our team will analyze the source code of Webjet's application for performing the integration.
- (c) Map the features provided by Expedia API services with Webjet's business requirements and understand what information needs to be provided to Webjet's system. Our prior experience in implementing Expedia Integration and hence will be able to use that knowledgebase for performing the integration with Webjet's system.
- (d) The team designed, developed and tested all aspects related to the Expedia's APIs and performed the integration.
- (e) Additionally we provided a Mapping document which provides information on mapping of data between Expedia and Webjet.

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 Webjet's System for System Understanding & Analysis:
 - Understand the current Webjet's components that are being used.
 - Study and Understand Expedia API and map the available information to the business requirements of Webjet, go through the complete workflow/ code of the system.

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- Allocating the Development team towards the project.

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

- a. Post Analysis our team started development of the proposed solution post Webjet's confirmation of the mapping document shared by us.

Technical onsite discussions included

Senior Members conducted discussions at Webjet's Melbourne office, to

- have in-depth meetings with various stake holders of Webjet and their technical team to understand all existing systems, structures, challenges etc.
- discuss on the complex Widget's for hotels & flights that their wished to develop

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

