

OTA

CASE STUDY – ONLINE FLIGHT & HOTEL BOOKING SYSTEM

OTA

Real time rates and booking status

Real time connectivity with GDS and data aggregators

Complete back end solutions for technical support

Real time Hotel booking directly into PMS

Slice and dice Reporting

Routes & Wings
DIGITAL.CLOUD.MOBILITY

Online Travel Agency a.k.a. OTA is an online travel portal that lets you book hotels, flights, trains, etc. online. Basically, it is an e-commerce website for travel and vacations. The best thing about OTAs is the sheer comfort and convenience while booking your holiday online.

1.1. ABOUT CLIENT

- The client is leading online travel company founded in year 2010.
- They provide best range of travel packages and best value products
- The client is currently catering wide range of customers domestic and overseas

1.2. PRODUCT INFORMATION

This product provides online booking solutions for flight and hotel reservations

- Flights – The portal provides flight tickets for travel in all major domestic, international as well as low-cost carriers operating in India.

- Hotels and Packages (Holidays) - The portal offers hotel reservations in India and international cities alike. There are over 13,000 hotels and guesthouses in India that can be searched and compared online on the website. The hotels range from luxury to budget accommodations.
- Product Modules includes
 - Domestic flight search and booking
 - International flight search and booking
 - Domestic Hotel reservations
 - International Hotel reservations
 - Reporting engine for technical support
 - Cancellation module
 - Reservation modification module
- Product Features
 - Flexible search capabilities enable quick retrieval of flights and hotel results
 - Search result display for national and international flights
 - Cancellation policy checks along with runtime flight booking availability
 - Search result display for national and international hotels.
 - Direct e-mail of reservation and hotel information to guests.
 - Availability information for all hotel rooms along with multiple room pictures
 - Average room rates on weekly and monthly calendar.
 - Shortcut keys, drop-down menus, and screen icons provide for easy and fluid navigation.
 - One-click generation of pre-close, end of day, and new day reports.
 - Custom cancellation and reservation modification.
 - Third party payment gateway integrations along with PCI-DSS compliance.
 - Slice and dice reports to check region based, flight based, revenue earned reporting
 - Automatic or manual report emails along with on report edit functionality.

1.3. RETURN ON WEB CONTRIBUTION AND WORK PROFILE

- ROW has worked on the Online travel portal system for our client
- ROW has implemented mechanism for searching, reservation booking, Domestic and internal flights booking, Multi-room booking, group reservation, Cross-Property Booking etc. via online portal.
- ROW has implemented mechanism for modification and cancellation of reservations via online portal.
- ROW has implemented third party credit card authentication gateway in OTA
- ROW has consumed various data aggregation points to combine into single interface
- ROW has created plug and play model to support any global inventory aggregator by the inclusion of vendor specific interface.
- ROW has implemented the Admin module, which provides the powerful reporting includes region based, flights type, hotel types etc.
- ROW has consumed SOAP and restful JSON API's

1.4. WORK SNAPSHOT

Domestic Search display



Home
Flights
Holidays
Hotels
Cars
Deals
Reach us

Modify Search

Return trip from BOM to DEL | Leaving from BOM on 10 Jun, 14

	>SortBy	Departure Time	Arrival Time	Duration	FareType	Price
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Search type Return ▼ </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Leaving From Mumbai, BOM, IN </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Going To Delhi, DEL, IN </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Depart (dd/MM/YY) 10 Jun, 14 </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Return (dd/MM/YY) 12 Jun, 14 </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Cabin Class All ▼ Adult <input type="text" value="1"/> Child <input type="text" value="0"/> Infant <input type="text" value="0"/> </div> <div style="text-align: center; border: 1px solid #ccc; padding: 5px; background-color: #333; color: white; width: fit-content; margin: 0 auto;">Search</div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 20:20 Mumbai Mumbai </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 17:50 Mumbai Mumbai </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 13:35 Mumbai Mumbai </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 19:30 Mumbai Mumbai </div> <div style="border: 1px solid #ccc; padding: 5px;"> 15:55 Mumbai Mumbai </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 22:30 Delhi Indira Gandhi Airport </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 20:00 Delhi Indira Gandhi Airport </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 15:45 Delhi Indira Gandhi Airport </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 21:50 Delhi Indira Gandhi Airport </div> <div style="border: 1px solid #ccc; padding: 5px;"> 18:00 Delhi Indira Gandhi Airport </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 02:10 Hrs Non-Stop </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 02:10 Hrs Non-Stop </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 02:10 Hrs Non-Stop </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> 02:20 Hrs Non-Stop </div> <div style="border: 1px solid #ccc; padding: 5px;"> 02:05 Hrs Non-Stop </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Refundable </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Refundable </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Refundable </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Refundable </div> <div style="border: 1px solid #ccc; padding: 5px;"> Refundable </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Rs. 5000 (Total Fare) Fare Details </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Rs. 5000 (Total Fare) Fare Details </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Rs. 5000 (Total Fare) Fare Details </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Rs. 5000 (Total Fare) Fare Details </div> <div style="border: 1px solid #ccc; padding: 5px;"> Rs. 5000 (Total Fare) Fare Details </div>	

- Airlines** [All](#) | [Clear](#)
 - JetLite
 - Jet Airways
 - Air India
 - SpiceJet

Merchant Payment gateway integration



Home Flights Holidays Hotels Cars Deals Reach us

Payment

Net Banking

Credit Card

Debit Card

A Convenience fee of INR 150 per passenger per trip is applicable on this booking.

Enter your credit card details

VISA MasterCard

Maestro American Express

Verified by VISA MasterCard SecureCode AMERICAN EXPRESS SafeKey

I want to avail exclusive discounted fares.

I understand and agree to the rules and restrictions of this fare, the [Booking Policy](#) and the [Terms & Conditions](#) of cleratrip.

INR (11243 + 300=11543) (Total inclusive)

Make Payment

International Flight search



Home Flights Holidays Hotels Cars Deals Reach us

Modify Search

Return trip from BOM to DXB | Leaving from BOM on 16 Jun, 14

>SortBy [Departure Time](#) [Arrival Time](#) [Duration](#) [Price](#)

Air Arabia 16 Jun, 21:50 Mumbai Mumbai 16 Jun, 23:20 Sharjah Sharjah 01:30 Hrs Stops: 0 **INR 1481** (Total Fare) **Book This**

Air Arabia 20 Jun, 11:45 PM Sharjah Sharjah 21 Jun, 4:15 AM Mumbai Mumbai 04:30 Hrs Stops: 0 **Book This**

Air Arabia 16 Jun, 21:50 Mumbai Mumbai 16 Jun, 23:20 Sharjah Sharjah 01:30 Hrs Stops: 0 **INR 1481** (Total Fare) **Book This**

Air Arabia 20 Jun, 4:40 PM Sharjah Sharjah 20 Jun, 9:10 PM Mumbai Mumbai 04:30 Hrs Stops: 0 **Book This**

Air Arabia 16 Jun, 04:55 Mumbai Mumbai 16 Jun, 06:25 Sharjah Sharjah 01:30 Hrs Stops: 0 **INR 1481** (Total Fare)

Search type
Return

Leaving From
Mumbai, BOM, IN

Going To
Dubai, DXB, AE

Depart (dd/MM/YY)
16 Jun, 14

Return (dd/MM/YY)
20 Jun, 14

Cabin Class
All

Adult 1 Child 0 Infant 0

Airlines All | Clear

Air Arabia

Air India

Oman Aviation

Emirates Airlines

Qatar Airways

Domestic Hotel Booking engine



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[Flights](#)
[Holidays](#)
[Hotels](#)
[Cars](#)
[Deals](#)
[Reach us](#)

Home > Hotels in India > Hotels in Pune

Hotel Destination Delhi area	Check-in 18 Jun, 14	Check-out 20 Jun, 14	Rooms 1	Adult(12+) Room 1 1	Children(0-11) 0	Search Again
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Narrow your search

Hotel Name

[Search](#)

Price Range

Min:600 Max:9131

[Search](#)

>SortBy

Rating

Price



Hotel Hari Piorko



4775, Main Bazaar, Near 6 Tooti Chowk, Paharganj

[View Map](#)

INR 1000
(Total Fare)

[Select Hotel](#)



The Lalit New Delhi



Barakhamba Avenue, Connaught Place

[View Map](#)

INR 6800
(Total Fare)

[Select Hotel](#)



Red Maple South Extension



49, Amrit Nagar ,South Extension Part-1

[View Map](#)

INR 2900
(Total Fare)

Sales Report

Start Date

End Date

[Search](#)

[Clear](#)

RW Ref ID	Flight Name	Flight Code	Departure City	Arrival City	Fare Customer Paid	CTC Fare	Commission Earned	Net Revenue
RW81569	SpiceJet	110	Mumbai	Delhi	6667.65	6317.65	50.00	350.00
RW95031	SpiceJet	119	Delhi	Mumbai	6422.80	6072.80	50.00	350.00
RW99751	IndiGo	63	Mumbai	Dubai	12062.00	11712.00	50.00	350.00
RW22523	SpiceJet	2452	Mumbai	Delhi	3228.96	3028.96	0.00	200.00
RW39322	SpiceJet	851	Mumbai	Delhi	6496.80	6296.80	50.00	200.00
RW46303	SpiceJet	136	Mumbai	Delhi	7851.25	7501.25	50.00	350.00
RW17395	Air India	983	Mumbai	Dubai	17965.94	17615.94	50.00	350.00

Total Revenue: 2150.00

Sector Based Performance Group By Flight Name

Start Date End Date Flight Name

Flight Name	Total # of Ticket	Fare Customer Paid	CTC Fare	Commission Earned	Net Revenue
IndiGo	1	12062.00	11712.00	50.00	350.00
Air India	1	17965.94	17615.94	50.00	350.00
SpiceJet	5	30667.46	29217.46	200.00	1450.00

Total Revenue: 2150.00

Ticket Report

Start Date End Date EmailID MobileNo
 Name RNW RefID PNR
 Status Offer Type

Edit\View	RNW RefID	PNR	Firs tName	Last Name	Email ID	Mobile No	First Name	Last Name	Flight Name	Departure City	Departure Date	Arrival City	Transaction Status
View	RW17395	6TF5XE			abhinav.rao14@gmail.com	9922334455			Air India	Dubai	6/20/2014 5:00:00 PM	Mumbai	€
View	RW17395	6TF5XE			abhinav.rao14@gmail.com	9922334455			Air India	Mumbai	6/16/2014 8:30:00 PM	Dubai	€
View	RW30661	6TF5P2			abhinav.rao14@gmail.com	9922334455			JetLite	Delhi	6/19/2014 8:25:00 AM	Mumbai	F
View	RW46303	M61G8Z			abhinav.rao14@gmail.com	9922334455			SpiceJet	Mumbai	6/16/2014 8:10:00 PM	Delhi	€
View	RW39322	E6MVPJ			abhinav.rao14@gmail.com	9049999800			SpiceJet	Mumbai	2/4/2014 5:55:00 AM	Delhi	€
View	RW22523	B1CRNY			abhinav.rao14@gmail.com	9049999800			SpiceJet	Mumbai	1/8/2014 4:20:00 PM	Delhi	€
View	RW99751	Q54GTC			abhinav.rao14@gmail.com	9049999800			IndiGo	Dubai	1/11/2014 8:25:00 PM	Mumbai	€
View	RW99751	Q54GTC			abhinav.rao14@gmail.com	9049999800			IndiGo	Mumbai	1/9/2014 8:30:00 AM	Dubai	€
View	RW95031	WCKG3H			abhinav.rao14@gmail.com	9049999800			SpiceJet	Delhi	1/16/2014 5:20:00 PM	Mumbai	€
View	RW81569	R876SW			abhinav.rao14@gmail.com	9049999800			SpiceJet	Mumbai	1/15/2014 5:45:00 PM	Delhi	€

Online editing and modification of Tickets

Ticket Report

Start Date: 1 Oct, 13 End Date: 22 May, 14 EmailID: MobileNo:

Name: RNW RefID: PNR:

Status: All Offer Type: All

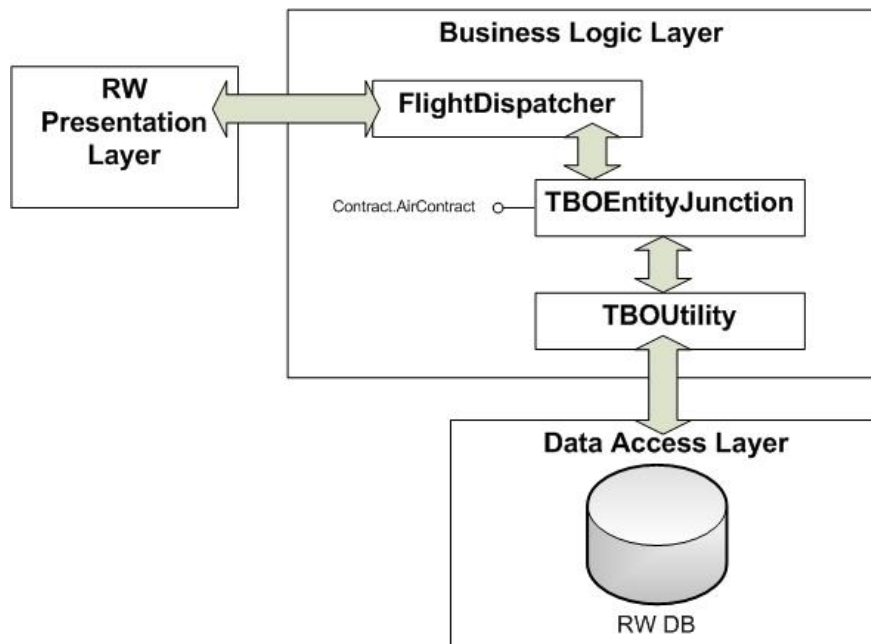
Edit\View	RNW RefID	PNR	First Name	Last Name	Email ID	Mobile No	First Name	Last Name	Flight Name	Departure City	Departure Date	Arrival City	Transac
View													

localhost:9027/ProductionBackup_14/Jan2013/Reports/TicketEdit.aspx?Val=RW30661\$View

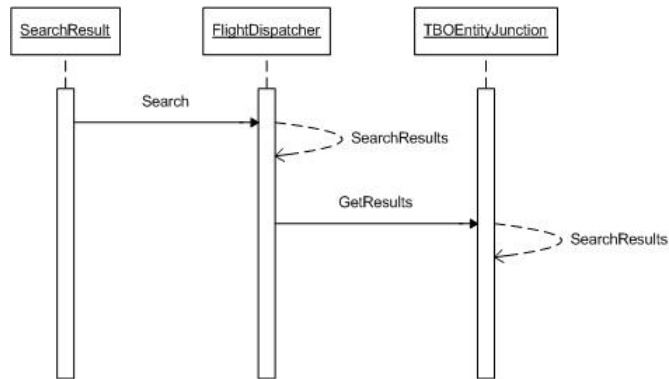
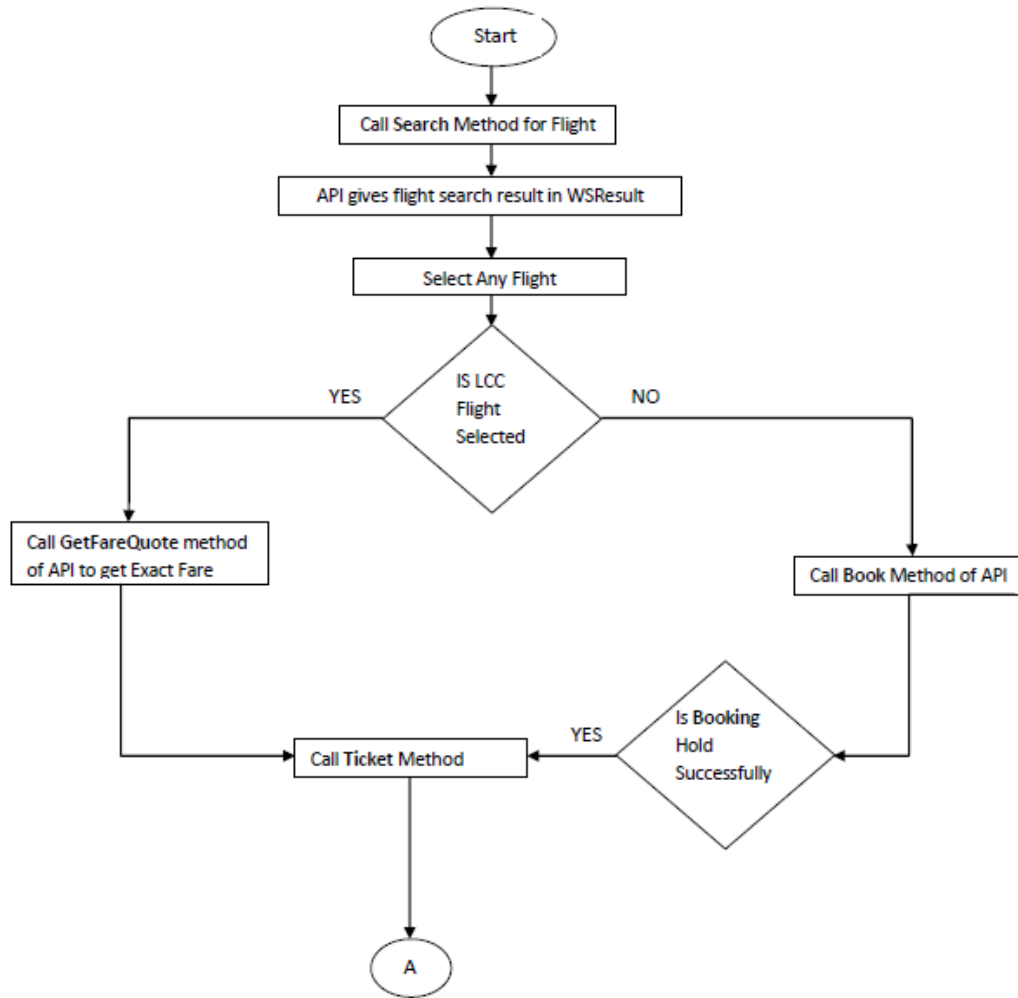
Name	<input type="text"/>
Transaction ID	<input type="text"/>
RNW ID	RW30661
PNR	6TF5P2
Flight Name	JetLite
Flight Code	5711
Departure Date	6/19/2014 8:25:00 AM
Departure City	Delhi
Arrival City	Mumbai
Booking Date	5/18/2014 3:39:29 PM
Status	Fail
Total Fare Amount	4777.00
Tax	2799.00
Base Fare	2000.00
Additional TxnFee	0.00
Airline TransFee	0.00
Service Tax	0.00
Agent Commission	30.00
Discount	30.00
CTC TotalFare	4807.00
Break Point	5000.00
Profit Margin	50.00
RW Fees	150.00
Total ConvenienceCharge	300.00
IsDomestic	<input checked="" type="checkbox"/>
Booking RefID	87221
Confirmation No	<input type="text"/>
Status Category	TK
Status Description	Ticket not created
SSRMessage	<input type="text"/>
Status Code	05
Departure irport Name	DEL#Indira Gandhi Airp
Arival Airport Name	BOM#Mumbai
IsLCC	<input type="checkbox"/>

1.5. SOLUTION OVERVIEW

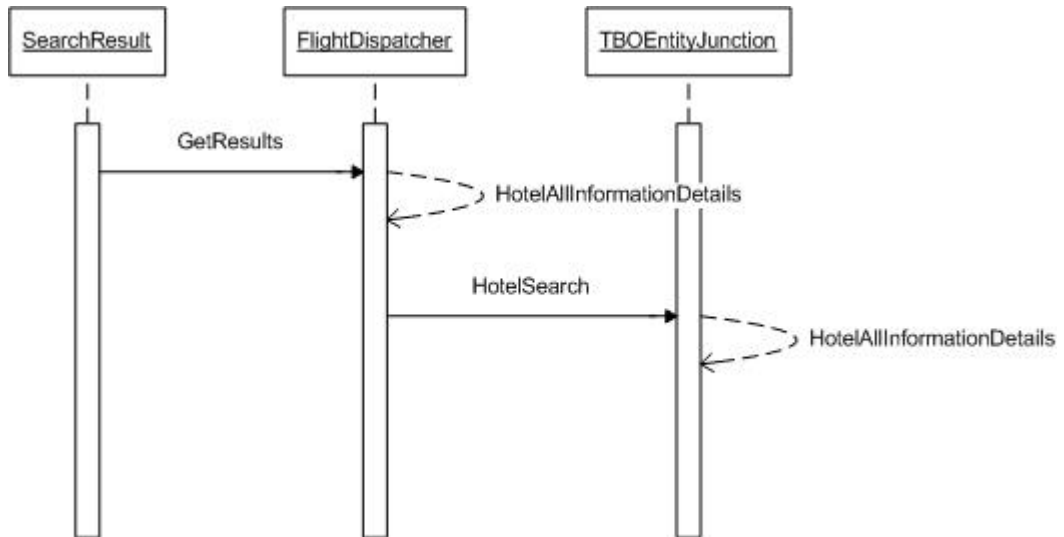
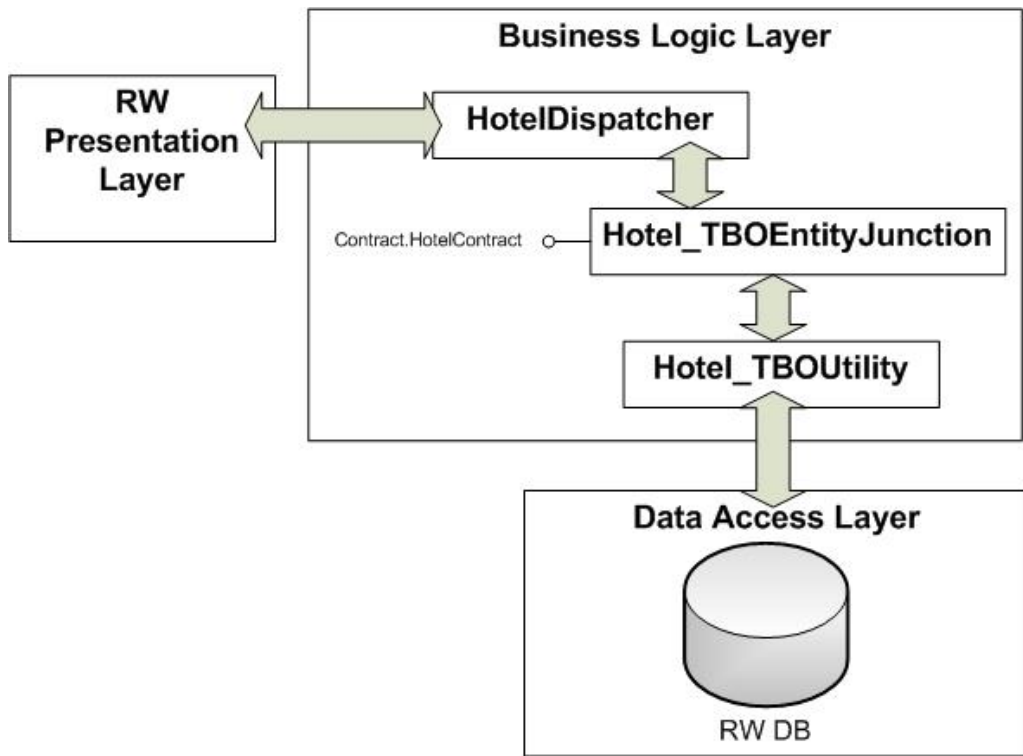
1.5.1. Airline Architecture



1.5.2. Air logical work flow



1.5.3. Hotel Architecture



1.6. TOOLS AND TECHNOLOGIES

Operating System	Windows 8
Framework	.Net 4.5
Technology	C#.Net
Database	MS SQL Server 2012
Tools and IDE	VS 2014
Repository	GIT