

FEATURE RICH APPLICATION DIFFERENTIATES TRAVEL BUSINESS AND INCREASES COMPETITIVE ADVANTAGE

“The ICC team was critical in the success of resolving complex issues in teamed development. They were given sizable tasks and worked efficiently and effectively to resolve the issues on deadline and with high quality. ”

Lee Fulford, Software Development Manager

When a global travel service provider faced the challenge of aggressively building the industry's first integrated intelligent agent desktop system, they turned to its partner network to collaborate on development, including the project management and user experience teams at ICC. The new platform is intended to improve the use and workflow for as many as 67,000 travel agencies around the world. The partnership united business and technical teams from around the globe to successfully design and develop a mission critical application for the travel industry, while meeting Travelport's aggressive speed to market requirements.



INDUSTRY

Travel

CUSTOMER PROFILE

Travelport powers the travel industry on a global scale by connecting buyers and sellers of travel in 160 countries, serving travel providers, travel agencies and corporations through traditional, online and corporate channels.

BUSINESS SITUATION

Travelport required an easy to use, interactive desktop to be rolled out to travel agents globally on an aggressive schedule.

SOLUTION

The creation of Travelport Universal Desktop™, an innovative travel booking solution that unifies selling and merchandising into a single platform and provides access to a world of multisource travel content.

SOLUTION BENEFITS

- Growth in New Customer Sales
- Increases Revenue from Customers
- Uses Existing Systems to Reduce Costs
- Increases Cross Platform Performance
- Greater Agility and Ease of Use

ICC SERVICES

- Business System Integration
- Interactive User Design
- Expertise in Microsoft Development
- Integrated Quality Assurance

SITUATION

Travelport is a multi-billion dollar business services provider that powers the global travel industry by connecting buyers and sellers of travel in 160 countries.

With sales, service and support offices and product development facilities on multiple continents, Travelport enables travel agents worldwide to successfully operate by providing customized tools and services needed at any local market level.

Travelport wanted to be the first to market with a desktop environment to support and strengthen the travel business, increase revenue, reduce costs, and operate more efficiently.

Travelport turned to its partner network to design and implement the solution adhering to its Critical Success Factors. ICC was sought to create a dynamic user experience for the travel agents, as well as the integrated design and development of application components for the shop-and-book features for auto, air, hotel and rail arrangements for travelers.

SOLUTION

Travelport takes pride in a corporate culture that seeks out and nurtures relationships with technology leaders. These collective strengths help Travelport deliver solutions faster, while remaining profitable

in one of the world's largest and most competitive industries.

Travelport looked to Microsoft for a recommendation on a technology partner with early adoption excellence in a new Microsoft desktop development technology, WPF. Travelport connected with ICC as a top partner reference in WPF technology development.

In addition to the Critical Success Factors of the project, such as the role-based security and a shop-and-book user interface, ICC was able to provide Travelport additional project capabilities, including program management, release management, user experience teams, and technical training.

RESULTS

ICC worked with Travelport staff, international vendors and suppliers to incorporate capabilities for dashboard, profiling and advertising into a single solution.

The partner development team was spread across the globe from Australia to India, Europe to Canada, and across the United States, with development support centralized from the ICC offices.

ICC collaborated with Travelport and its strategic partner network to develop Travelport's Universal Desktop solution for agents worldwide to easily support business and individual travelers.

Travelport Universal Desktop™

Travelport Universal Desktop provides:

- Dynamic user experience to replace green screen cryptic entry.
- Structured workflow to enable business processes and reduce travel agent training.
- Ease of navigation to dramatically improve the speed of research and booking.
- Automated connection between buyers and sellers of travel services.

INFORMATION CONTROL CORPORATION:
APPLICATION DEVELOPMENT SERVICES

Led by nationally recognized experts, ICC Application Development service area features Microsoft-certified professionals who excel in the architecture, design, development, governance, branding and delivery of Information Technology solutions.

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about ICC Services,
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