

# NEVA TRAVEL

## DEVELOPING A SYSTEM FOR BOOKING PLANE TICKETS

### Challenges

Need to offer online flight search and booking capabilities

Desire to reduce administrative workload for Neva employees

### Solution

Developing flexible and scalable solution for finding and buying tickets

Introducing universal system architecture with option to search other service providers

### Result

Neva's highly-qualified specialists can work more efficiently

Reksoft's module means individuals and other travel agencies can purchase their own tickets



### Client

Neva Travel is a leading Russian tour operator. The company was founded in 1990.

The company specialises in outbound tourism, and has always positioned itself as a full-service operator. Today, Neva offers trips to more than 50 countries.

### Challenge

Neva Travel specialises in selling tour packages to customers on the Russian market. It offers a well-designed website where customers can search and purchase package tours without leaving home. However, despite the wide range of online services, until recently, customers were unable to buy airline tickets through the site.

To meet increasing demand from customers who wanted to do just that, and to reduce the administrative burden on the company's employees, Neva decided to develop an online module where customers could search for and book flights themselves.

### Solution

Reksoft developed a flexible and scalable solution that allows Neva's customers to search for and book flights.

Reksoft's solution performs simultaneous searches via multiple flight reservation systems. A major global distribution system (GDS) called Amadeus was used to achieve this. Neva's own internal accounting system was used to offer customers the chance to search for and book seats on the company's charter flights.

To deliver maximum return on investment for Neva, Reksoft developed universal system architecture. This means that in future, Neva can connect its existing solution to those of other tour providers, without modifying its own system's search engine.

The solution was developed using Microsoft .NET technology, with data transmission between services in the OTA (Open Travel Alliance) format, which is widely used in the tourism industry. This approach allows the operator to use the solution



### Technology

Microsoft.NET, C #, ASP.NET, jQuery, knockout, JSON, OTA 2013, Amadeus API, Neva API

### Type of service

Software development

### Scale

3 man-years

### Timeframe

2013 – ongoing

### Solution (continued)

to connect customers to various tourism service providers on its site, such as reservation systems for flights, hotels, insurance and car rental.

The developed solution is designed for both Neva's individual customers and external travel agents.

The module is designed to be used both on Neva's company website and on partner sites.

### Result

Since the launch of the site in August 2013, all Neva customers, including external travel agencies, can buy airline tickets online at [www.nevatravel.ru](http://www.nevatravel.ru). The Amadeus GDS helped optimize the work of the company's highly skilled employees by eliminating the need to book flights on behalf of customers.

### About Reksoft

Since 1991, Reksoft has been building great teams to develop, migrate or maintain complex, mission-critical software.

We have mastered the dynamics of distributed software engineering, developing a workflow and methodology that improves our performance on every key customer metric, including product quality, time to market, budget adherence, project transparency and issue resolution.

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