TOUR RESERVATION ORDER PROCESSING APPLICATION

The client is a German based company providing tours and travels related reservation order processing services to multiple clients in Europe, prominently in Switzerland and Austria, since 1994.

Overview

The Client wanted to develop a web based application having the same functionalities as existing client/server product to extend the market reach by reducing the total cost of ownership and reduce IT infrastructure requirement at the customer end.

Challenges

e-Zest responsibility was to replace the existing client/server product with web application whereby travel agencies access the system through web interface via Internet, while entire order processing logic and integration with distribution systems resides on server side. Client created a functional demo version of this concept using PHP and MySQL. This demo version had only the travel agencies related user interface and integration with select distribution systems.

Solution

e-Zest technical team followed a stringent deployment technique whereby a fresh operating system was installed along with existing code base. The application was iteratively debugged till deployment was successful. Deployment document was prepared and updated with each cycle of debugging iteration.

Coding and adding inline comments to existing code were done side by side. Whenever our team worked on a particular PHP code, the understanding of code was documented in the form of inline comments. Demo version of the application had data access layer separated out using PEAR library.

A risk list and solution for each risk identified was prepared and documented with mutual agreement.

Keeping in view the project attributes like simultaneous maintenance, enhancement and new development a unique
methodology was proposed and followed in this project. The methodology is depicted diagrammatically in the “Methodology” section.

Technical Solutions proposed by e-Zest along with strategy of fulfilling non-functional requirements conveyed through project plan document helped address the client’s concerns related to meeting technical and non-functional requirements.

Technology

PHP 4.0, MySQL 4.0

Conclusion

The project involved well-planned and careful execution due to multiple unique attributes like significant non-functional requirements and performance issues at start of project, amalgamation of maintenance, enhancement and new development, matching up with business needs related to time-to-market, continual system performance analysis and meticulous prioritization. The project offered high value to the client in terms of project execution due to proactive approach of e-Zest team and mutual confidence building and coordination measures taken by both parties.