

**Project Note**

# Realisation of an online hotel reservation platform

Zühlke implemented the new hotel reservation platform for Kuoni Connect that makes available its own hotel offerings and those of others. This solution opens up an additional strategically important sales channel over the internet.

**Task**

Kuoni wants to expand its business with travel agents (B2B) and also sell directly to travellers through affiliates (B2B2C). The task here was to develop a new interface for this market that would allow operators of external websites to integrate the hotel rooms on offer from Kuoni Connect in their websites.

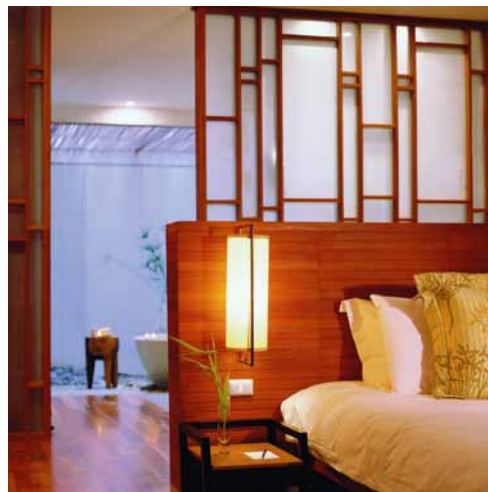
To provide worldwide coverage, the application retrieves items not only out of its own portfolio but also those from other providers. The online presentation of the hotels is handled by a content management system. Two main challenges were to ensure the security of the payment system and to integrate sometimes critical systems that varied in availability and data quality. Another challenge was to guarantee the correct calculation of prices, including foreign currency conversion and taxes that differ according to the country involved.

**Implementation**

Using an agile approach, the Zühlke team collaborated with Kuoni to work out the requirements, determine the system architecture and implement the application. The application integrates the internal and external hotel inventories along with an external payment service provider and the customer-specific SAP interface. It also saves user and reservation data. The flexible architecture reduces all the different hotel inventories to a common denominator, enabling rapid expansion through the addition of further external directories. Flexibility and efficiency were what Kuoni wanted from the project team. Kuoni required flexibility because it was opening up a new line of business and efficiency because of the tight project schedule. The agile approach also helped the Zühlke team to meet Kuoni's expectations in full.



**KUONI** | Connect



**Technical Data**

Agile development with Scrum, IBM WebSphere Application Server, DB2 Data base

Architecture: JEE with Spring, Hibernate, Web Services, JSF, JavaScript

Development tools: Rational Application Developer, Hudson, Mockito, soapUI

**Customer benefits**

- **Punctuality:** Thanks to the diverse experience of the Zühlke specialists, Kuoni was able to put the complex reservation platform on the market on schedule.
- **Efficiency:** The agile method Zühlke selected allowed the team to work efficiently despite undefined and frequently changing requirements.
- **Flexibility:** With this flexible software system, Kuoni can develop this new line of business quickly and later expand it in accordance with market developments.

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