

Enhancing Software Development & Testing for AVIATION FIRM

OVERVIEW

- **Country:** Japan
- **Service:** Software Development & Software Testing
- **Industry:** Aviation
- **Technology:** Java (Spring boot), C# (.Net), TypeScript
- **Collaboration model:** ODC
- **Scale:** 6-8 man-months.

Luvina established two specialized teams to cater to the client's needs, covering aspects ranging from new development to rigorous testing.

HIGHLIGHTS

MULTILINGUAL CAPABILITIES

Luvina's team exhibits the ability to work with multiple languages including English and Japanese.

PRODUCT LIFECYCLE MANAGEMENT

Effective management of product lifecycles, ensuring products are up-to-date and aligned with ever-evolving client's needs.

TEAM BUILD-UP ALIGNED WITH YOUR NEEDS

Effective management of product lifecycles, ensuring products are up-to-date and aligned with ever-evolving client's needs.

ABOUT CLIENT

Our client is a top technology solutions provider in the Japanese travel market. They have maintained their position as the number one Global Distribution System (GDS) in Japan. With over 30 years in the industry, they have partnerships with 269 airlines, serve 21,000 travel agent users, and collaborate with more than 3,000 travel agencies.

The client's technology solutions span from core solutions addressing key business areas to satellite software that enhances user experiences.

The core solutions leverage services from a leading GDS and world-class technology solution providers, posing challenges in adapting them to suit the unique market demands and habits in Japan, as well as developing satellite solutions to address specific user requirements in Japan.

CASE STUDY

CUSTOMER'S REQUIREMENTS

01 Comprehensive Solution Consultation

Providing comprehensive technical, technological, and process solutions.

02 Continuous Development with High Quality

Developing new solutions continuously with high quality to meet the high standards of the Japanese market.

03 Product Lifecycle Management

Managing the product's lifecycle, maintenance, and system improvements to ensure solutions remain up-to-date and align with user-evolving needs.

04 In-depth Knowledge of Tourism and Aviation

Possessing a deep understanding of the tourism and aviation industry.

05 Language Proficiency

Ability to work effectively in both English and Japanese.

MAIN SOLUTIONS

Luvina established two specialized teams to cater to the client's needs, covering aspects ranging from new development to rigorous testing.

- The testing project began with the goal of verifying Luvina's capability to meet the client's partner criteria. After this was confirmed, Luvina assumed the role of a tester and investigator, examining solutions from other vendors and eventually transitioning to a consultant on process matters.
- The development team consists of highly skilled professionals and follows a long-term human resources strategy. This strategy ensures client satisfaction and addresses the industry's specific requirements. This includes the constant development of new solutions and the maintenance of existing ones to meet ever-evolving user demands.

ACHIEVEMENTS

- The client achieved up to a **50% reduction in costs** when Luvina took on tasks previously managed by expensive vendors.
- Streamlined processes improved efficiency, reducing the effort required for product investigation and testing.
- Cost-effective and stable development was achieved, leveraging comprehensive industry knowledge.
- Luvina has been a partner for **over 100 product releases**, solidifying their long-term commitment to the client's success.

CASE STUDY

DETAILS ABOUT OUR SOLUTIONS

Following the earlier mention, Luvina established two teams to better serve the client's requirements. Below, you'll find a detailed outline of each team's solutions.

TESTING TEAM

An understanding of the client's business model and in-depth industry knowledge is essential, given the unique nature of the tourism industry. Luvina adopted the approach of creating an offshore team in conjunction with an onsite team working within the client's office. This approach ensures the following:

- Onsite team members can directly engage with the client, gain insights into industry-specific knowledge, and transfer this information offshore efficiently.
- Ensuring consistent communication between both teams and aligning offshore operations with the client's needs.
- Given the specialized requirements of the testing team, offshore personnel were carefully selected to create a team that could handle both English and Japanese.

Additionally, this team was well-versed in the client's industry. This strategic approach involved:

- Attracting and retaining top talent.
- Developing a comprehensive long-term personnel development plan.
- Due to the closely linked nature of the project's development milestones with the client's market expansion and its partners, project execution required stability and optimization. Luvina was able to streamline processes to align with the client's reality, once in-depth knowledge of their operations was achieved. This allowed for cost optimization and operational efficiency enhancements.



DEVELOPMENT TEAM

- The ever-changing needs of travel agencies required Luvina to collaborate closely with the client. Luvina's role involved receiving and converting user needs into technical solutions. This included proposing alternatives, customizing solutions, and offering deployment advice to suit the client's budget.
- The management and continuous maintenance of core products were critical to meeting the increasing user demands. When Luvina began participating in maintenance, onsite team members took the lead in understanding the systems, working closely with the client to familiarize offshore team members with the systems. Offshore teams and supporting departments provided technical advice and guidance for product lifecycle management.
- Rapid response to urgent needs was crucial. In the travel and service distribution industry, urgent requirements can arise at any time due to market changes. Luvina assisted the client in presenting timelines, problem-solving approaches, and rapid responses to these pressing requirements.