MAINTENANCE & MIGRATION
of Sales Management System for Travel Enterprise

HIGHLIGHTS

1 **Concurrent Management of Multiple Systems**

Our team has been entrusted with the maintenance of 3–4 systems for a single end-user.

2 **Modernization of Legacy Systems**

Luvina takes pride in our ability to adopt, operate, and maintain legacy systems. Additionally, upon the request of our clients, we have the expertise to migrate and modernize legacy systems effectively.

PROJECT OVERVIEW

This project encompasses a variety of tasks aimed at serving a client in the **travel industry**. Within this conglomerate, Luvina assumes responsibility for both the **maintenance** and **migration** of numerous systems concurrently.

Furthermore, we undertake **bespoke software development** tasks as per the specifications delineated by the client. Not only executing, but clients also expect Luvina to provide **technical consulting** for the system.

The following discourse elaborates on one such project within this conglomerate.

- **Country:** Nhật Bản
- **Services:** Software Maintenance; Software Migration
- **Industry:** Travel
- **Technology:** C#, Java, Vb.net, Glue, AWS

ABOUT CLIENT

OVERVIEW

Our client comprises a distinguished Systems Integrator (SI) firm domiciled in Japan, tasked with the system maintenance for one of the **prominent travel enterprises** in the **Japanese market**.

The end-user is among the foremost travel agencies in Japan, boasting **over 500 ticketing outlets** dispersed across nearly **150 cities** and **40 countries**. Given the large expanse of their operations, the demands of their sales management system necessitate both high-performance capabilities and stringent security protocols.

CUSTOMER REQUIREMENT

The end-user requires software with a more **appealing sales interface** and an immediate **solution for a secure server** setup. The desired technological solution involves **migrating** from a **physical server environment** to an **AWS cloud** environment for a more suitable server setup.

As for Luvina's direct client, the SI company, they have been and continue to be a long-term strategic partner of Luvina in numerous projects. They consistently demand **high product quality** and **adherence to deadlines**. Furthermore, in this particular project, they also expect Luvina to **guide technological solutions** and **project logic**.

CHALLENGES

Multifariousness in Programming Languages and Platforms

As mentioned earlier, the end-user client is a large-scale enterprise; hence, the system they employ is vast and admirably complicated. It employs various programming languages, including both classical and modern ones, along with diverse platforms. This necessitates the project team to dedicate considerable time to understanding the system and possess diverse expertise, particularly in legacy systems.

Confronting New Business Domains

This marks the project team's first approach to the business domain of sales management for travel agencies. This is a relatively complex domain, and when applied to enterprises of the same scale as our end-user client, it becomes even more intricate.

Leveraging Expertise in Legacy Systems

01

Luvina takes pride in our expertise in legacy systems within the realm of IT outsourcing. We are always ready to undertake the operation and maintenance of highly complex and sophisticated systems.

Leveraging this strength, Luvina ensures that our team (both in terms of personnel and training materials) is equipped to handle projects involving legacy systems, such as this one.

Proactive Research and Learning

02

The project team internally accumulates knowledge from previous stages of the project to draw insights, enhance expertise, and create training materials for new staff. Before each phase, our team proactively studied the system's business domain to be well-prepared to fulfill assigned tasks.

Structured Training Strategy

03

Luvina consistently implements a comprehensive training plan for staff, overseeing both IT expertise and industry insight. In cases where self-learning is insufficient to resolve project challenges promptly, Luvina provides **short-term training courses** conducted by expert teams to ensure that staff are adequately equipped with the necessary knowledge.

Additionally, Luvina has established a quick **Q&A forum** called **Luvina Expert**, where our personnel can ask technical questions and receive answers from industry-leading IT experts within the company.

ACHIEVEMENTS

The client evaluates Luvina positively in 2 aspects: effective project management and ensuring deadlines.

We have successfully addressed the client's challenges: providing detailed investigation results and offering useful proposals for both the client and end-user. Furthermore, Luvina has provided a team of experienced personnel with the skills necessary to deliver products that meet the client's standards.

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