ENHANCING SOFTWARE TESTING QUALITY FOR AIRLINE GDS SYSTEMS

HIGHLIGHTS

1 **Aviation Domain Expertise**

Luvina has a strong grasp of aviation-related tasks such as airline ticket booking and smooth operations on systems related to fare calculation, ticket booking, and ticket sales.

2 **GDS System Experience**

Luvina's project team is proficient in installing and testing the functionalities of an airline within a GDS system. Additionally, our team can handle the operation of a new airline by testing the required functions.

3 **Deployment and Operation of API-based Systems**

Luvina is confident in handling systems using APIs and can proactively develop or consult on methods to meet operational needs.

PROJECT OVERVIEW

This project primarily involves setting up and testing the functionalities of an airline within the GDS system, a globally computerized reservation network.

Country: Japan
Service: Software testing
Industry: Aviation
Time: Open-ended ODC
Scale: 3.45MM offshore + 1MM onsite per month

ABOUT THE CLIENT ⌄

1 **General Introduction:**
Our client is a company providing IT solutions and products for travel service providers in the aviation domain, enabling them to excel in the Japanese market.

2 **Customer Requirements:**
For this project, the client expected a stable team with deep expertise in the aviation domain, capable of handling the large workload presented by the client.

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CASE STUDY

Unique Nature of Aviation Business

01

The project mainly involves tasks related to airline ticket pricing, reservations, ticketing, etc. Thus, a deep understanding of the aviation industry is required. However, aviation industry operations in Japan have special and relatively complex aspects that are not easy to understand.

Team Formation Challenges

02

Due to the project's specialized character, the project team requires experienced individuals with deep knowledge of the domain from the outset.

Language Proficiency

03

To facilitate coordination between the client and global stakeholders (like airlines, vendors, and travel agencies), strong language skills in both English and Japanese are required to meet the client's requirements.

CHALLENGES

Documentation

01

Luvina's team proactively documented the business tasks provided by the client. Additionally, Luvina compiled a set of standardized documents from customer papers and relative reports researched by our team for internal training.

Knowledge Database

02

Luvina's team proactively built knowledge databases about the industry called "the project's Wikipedia" to shorten the training time for project members.

SOLUTIONS

ACHIEVEMENTS

Luvina successfully addressed the human resource issue for the client by providing a stable and competent team. We also helped our client cut unnecessary expenses, and save a remarkable cost on the project.

For Luvina: Through this project, Luvina accumulated more experience and gained a firm grasp of the business processes of connectivity products. Furthermore, the project team can master the working process with service providers similar to those wishing to operate in the Japanese market.