LUVINA SOFTWARE

Comprehensive aviation services software development for travel and tour companies

PROJECT OVERVIEW

ABOUT CLIENT

The clients are travel and tour companies specializing in providing all aviation-related services, such as booking management, fare calculation, transportation, and hotel booking, information changes, refunds, ticket issuance, and more.

COUNTRY: Japan

FUNCTIONS:

- **Web System:** Provides flight booking services.
- **Batch System:** Retrieves flight data information for airline agencies.
- **Tool System (Desktop):** Supports booking operations, data analysis, synthesis, and automatic report generation.

DURATION: 2018 to present

TEAM SIZE: Peak time: 12 engineers

SERVICES:

- Technical consulting and solutions.
- Software Development.
- Software Maintenance.
- Cloud Operations.
- Resource Management.

PROJECT OVERVIEW

CLIENT REQUIREMENTS:

- Our client provides comprehensive aviation services, including booking management, fare calculation, transportation and hotel booking, information changes, refunds, and ticket issuance.
- They also perform data analysis and automatic reporting.
- The primary objectives were to overcome challenges with the current API usage, reduce resource consumption and errors, and optimize work processes for greater efficiency.

CHALLENGES:

The client faced challenges including complex workload management, API integration difficulties, resource-intensive data processing, lack of stringent error controls, operational inefficiencies due to insufficient expertise, and continuous project scope changes driven by end-user input.

Workload & Complexity	API Integration	Resource Consumption	Error Control	Operational Difficulties	Project Management
Managing a large and diverse workload required a complex management system.	Difficulties in using and integrating APIs into the system.	Current data processing and management were resource-intensive, affecting performance.	Lack of stringent control measures led to data errors.	The client had no clear workflow and lacked expertise, complicating system management and operation.	Development based on end-user ideas led to continuous changes before, during, and after development, making project management challenging.

PROJECT OVERVIEW

	Phase 1	Phase 2	Phase 3	Phase 4
OUR STRATEGY	**Identify the client's problems and issues.**	**Develop a management plan for product development.**	**Establish process stability and product quality.**	**Provide consultation and collaborative work.**
OUR SOLUTIONS	Understand client requirements and create training modules to learn the client's aviation business operations.	• Plan the development roadmap in detail with the client, including operations, management, and development methods. • Conduct a Proof of Concept (POC) with the client.	• Create know-how documentation for the project. • Develop quality metrics to assess product stability.	• Investigate technical and business requirements to solve client issues. • Assess feasibility. • Conduct a Proof of Concept (POC).

PROJECT OVERVIEW

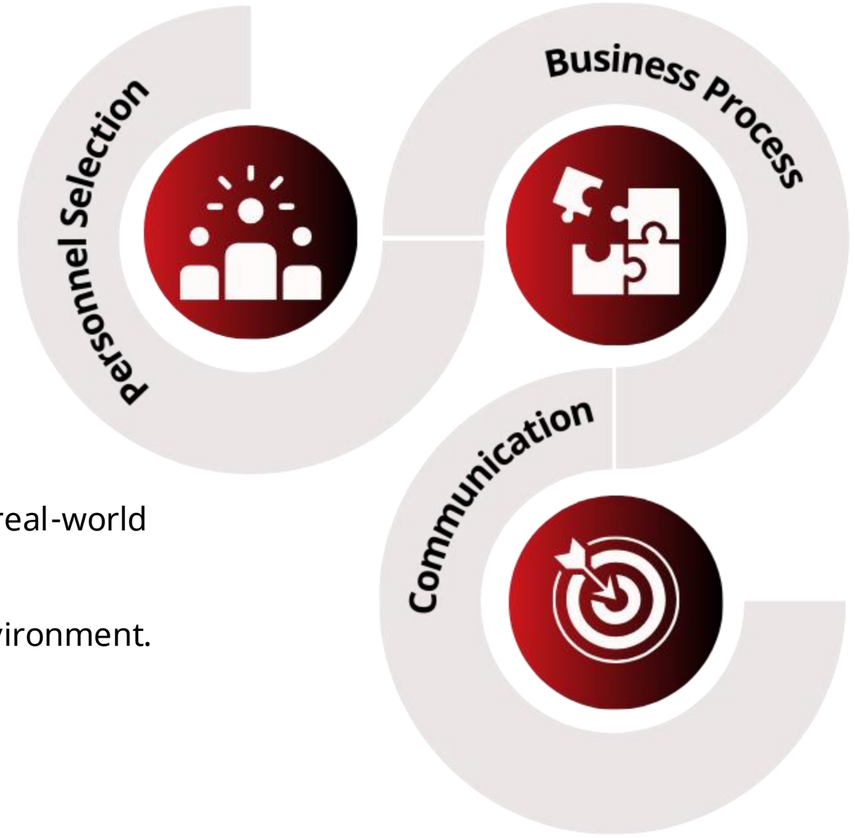
ACHIEVEMENTS

Category	Item	Achievements
Product	WEB	Implemented 4 major web systems related to aviation industry operations.
	Tool	Developed 60 tools related to aviation operations.
		Created 20 automated data analysis tools to support synthesis and reporting.
	WebApp	Developed 10 products related to aviation operations.
Process		Established a comprehensive process for receiving, developing, operating, and maintaining products for customers, ensuring each stage is managed efficiently and effectively.

SOLUTIONS - KEY FEATURES & ALIGNMENT TO GOAL

PERSONNEL SELECTION CRITERIA:

- Knowledge of fundamental programming concepts.
- Flexibility in switching programming languages.
- Strong analytical skills for understanding business processes.
- Long-term commitment.
- High level of discipline.



BUSINESS PROCESSES:

- Provide training and business knowledge transfer after each completed project.
- Understand the meaning and requirements of business processes, mapping them to real-world scenarios in the travel and tourism industry.
- Inherit business process content from products already running in the production environment.

COMMUNICATION:

- Collaborate with customers to resolve development challenges.
- Conduct discussions and meetings with customers to understand their requirements.
- Create user-oriented documentation to facilitate faster understanding and issue resolution.

IMPLEMENTATION - PHASES

01 02 03 04 05 06 07

Receiving customer requirements

- *Identify and analyze customer requirements*
- *Create a development plan*

Detailed system design

Software development

Software testing

UAT deployment

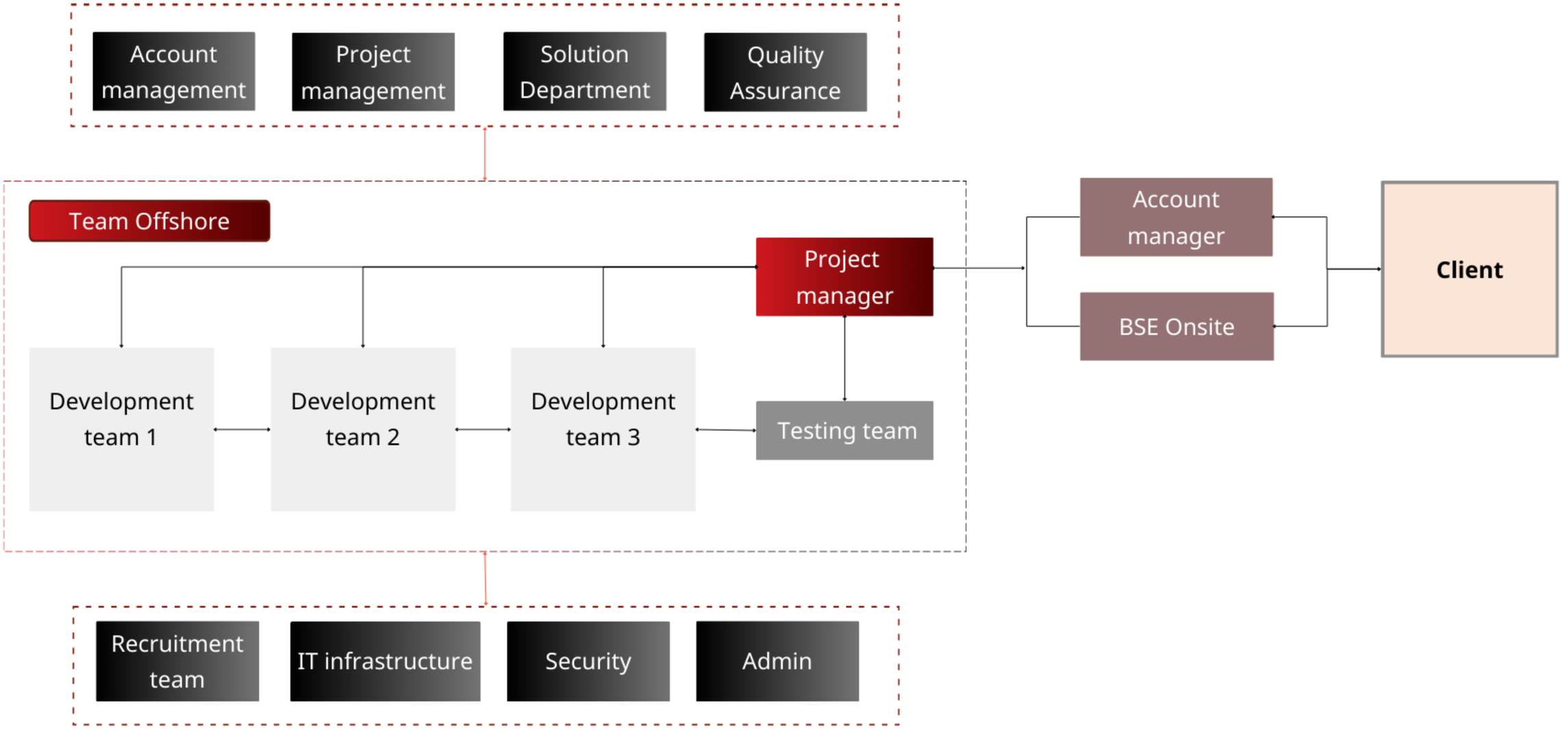
Implement and handle customer change requests

Product deployment

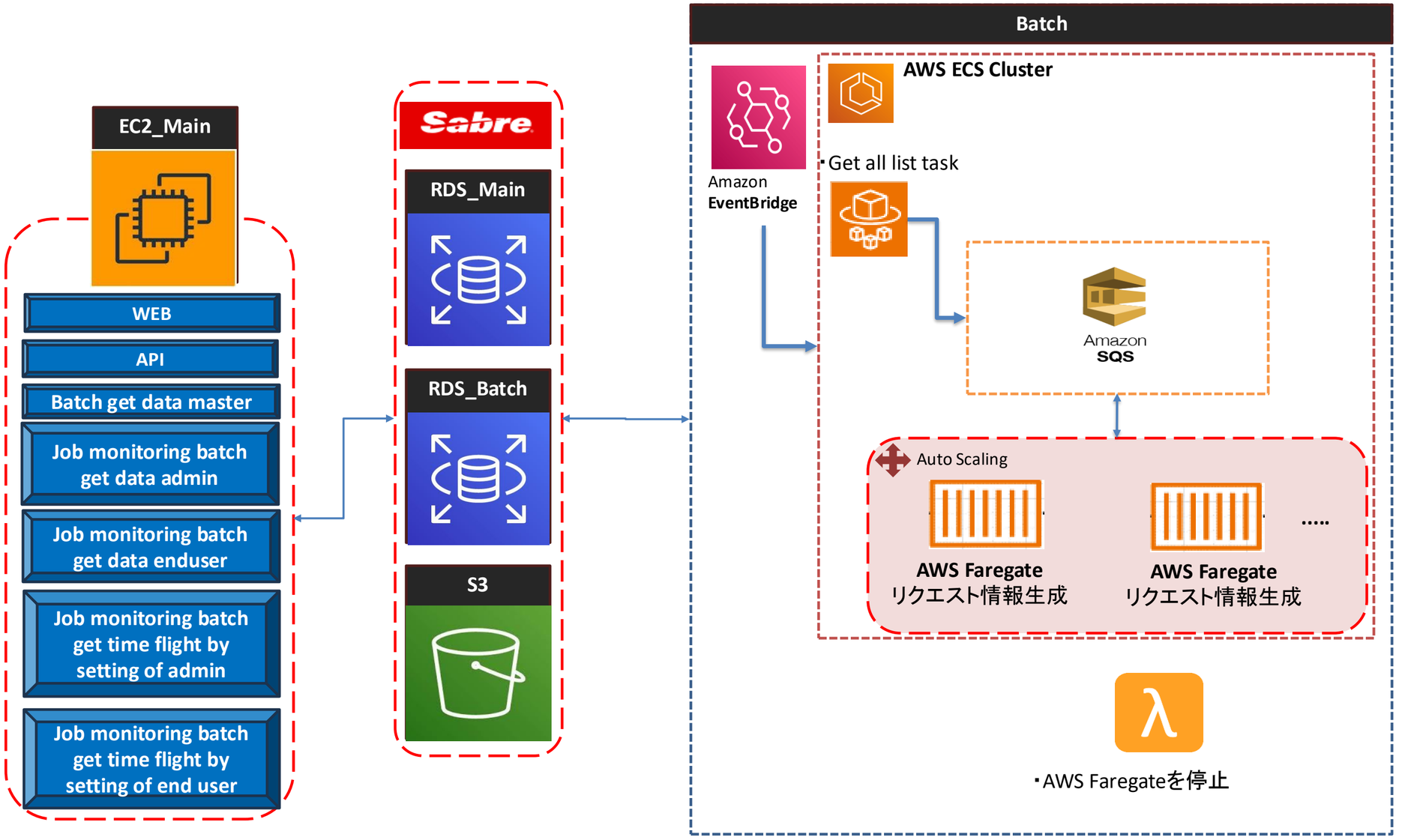
Implement on the product environment

Operation and maintenance

IMPLEMENTATION - TEAM STRUCTURE



TECHNICAL DETAILS - OVERVIEW



Thank You

LUVINA SOFTWARE

OUR OFFICES

Headquarter in Hanoi, Vietnam: 4F, Hoa Binh Tower, 106 Hoang Quoc Viet Str., Nghia Do Ward, Hanoi City, Vietnam.

Branch in Da Nang, Vietnam: 18F, 2 Quang Trung Str., Hai Chau Ward, Da Nang City, Vietnam.

Branch in HCM, Vietnam: 38/1 Nguyen Van Troi Str., Cau Kieu Ward, Ho Chi Minh City, Vietnam.

Branch in Japan: R612, Kanagawa Science Pask (KSP), 3-2-1 Sakado, Takatsu-ku, Kawasaki-shi,

Representative office: 38N Almaden Blvd, Unit 125, San Jose, California 95110-2720, United States

Representative office: 1464 E Whitestone Blvd, Cedar Park, TX 78613, United States

CONTACT US

https://luvina.net/

info@luvina.net

Tel: (84) (24) 3793 1103 (ext 0)
Fax: (84) (24) 3793 1106