CASE STUDY

Revolutionizing Hospitality: A Unified Platform for Personalized Travel Experiences

CONTATA

OVERVIEW

The client operates within the hospitality industry as a business partner and aims to assist travelers in finding suitable holiday packages with comfortable accommodations tailored to their specific medical conditions.

CHALLENGES

In the tourism industry, it's crucial for businesses to have a centralized platform where users can access all necessary amenities and services when planning a holiday. The client's services were fragmented across different channels and partners. Additionally, arranging support for travelers with special medical conditions posed significant chal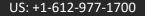lenges. The client recognized these specialized needs and sought a unified platform to organize support tools for travelers.

INDUSTRY
- Hospitality

SERVICES
- Web Application Development
- Azure Cloud Development
- Solution Design
- Database Design
- Payment Gateway

TECHNOLOGY
- C#
- .Net Core
- SQL Server
- MS Azure
- APIs

SOLUTION

Contata utilized its extensive domain knowledge and industry expertise to develop a solution, consisting of two separate portals for administrators and travelers to engage with service providers and their offerings.

- **Back Office**: This application enabled the client's employees to configure various options and deals for distribution to other business partners and travelers.
- **User Portal**: This application allowed the general public to search for deals/packages based on their plans and medical requirements.

Both the applications were connected to the backend through a secure Web API deployed on the Azure cloud.

An integrated payment gateway, Stripe, was implemented to enable users to book holiday packages and make advance payments. Additionally, virtual credit cards were created for vendor payments, offering a secure and efficient way for the client to pay vendors without sharing sensitive information.

A new feature was added, allowing users to book hotels even if they don't have an account.

BENEFITS

- A centralized platform for users to find suitable deals and packages based on requirements and travel plans.

- A single point of contact to access various services/tools throughout the trip.

- Improved user interface for generating reports based on various data points.

- Designed and configured tailored deals for specific user groups.

- Tracked traveler reservations and collected advance payments during booking

About Contata

Contata Solutions is a trusted leader in technology and digital innovation. Through our work in data engineering, data analytics, machine learning, marketing automation and app development, we deliver solutions that address complex problems in ways that are simple, insightful and impactful.

Our promise and value proposition to our customers is simple: we leverage our deep technical expertise and global presence to bring software products and data-driven decision capabilities to life.

Founded in 2000, Contata is a privately-held company headquartered in Minneapolis that serves clients globally from offices in the United States and India.