



Case Study **Always Catch the Connection**

Conveniently Manage Travel Bookings Across Different Means of Transport and Providers

Today, mobility often means combining different means of transport on the way to a destination. In order to make it easier for customers to plan their journeys, transport companies offer booking options in which they integrate sections of other providers' routes into their own services. For an airline, we developed a management solution that

combines air and rail travel. The software integrates the operations of the booking and management systems involved, automates selected administrative processes and keeps all flight and rail timetable data up to date.

Case Study

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Challenge

Handling timetables and bookings is already a complex task for individual means of transport, as delays can jeopardise connections, and the need to exchange vehicle types disrupts existing reservations. For journeys for which a combination of different means of transport is desired, the number of parameters that have to be reconciled increases considerably. In addition, data from the different

booking and management systems of the respective providers must be merged and coordinated in such a way that the customer reaches the desired connections, easily finds his/her booked seat and has a seamless travel experience.

Our Contribution

For an airline client, we developed a management system with a graphical user interface to manage travel bookings wherein a portion of the journey is made by train. Our solution replaced the previous manual synchronisation of flight and train schedules, which was very error-prone. It also made the time period more flexible within which reserved seat allotments on trains can be adjusted to match current demand.

The solution we implemented links the timetables retrieved from the rail provider's server with the flight schedules. Changes in the timetables and flight schedules can thus be automatically matched and existing bookings adjusted accordingly. Our system is thus an essential part of the integration of our customer's booking and management systems with regard to offering rail travel as part of the flight schedule.

Benefits for the Client

- ◆ Through the automation of essential coordination processes, all relevant data can now be viewed by the airline at any time and errors caused by manual editing of data records are avoided.
- ◆ Integrating relevant booking and management systems ensures the latest data can always be processed across all systems.
- ◆ The software improves reliability and accuracy with respect to travel planning, significantly increasing customer satisfaction.
- ◆ The more flexible adjustment of reservation quotas prevents over- and under-utilisation, avoiding unnecessary costs on the part of the airline and guaranteeing passengers desired train seats.
- ◆ With respect to processes requiring clerk intervention, the management system informs relevant staff via e-mail – reducing personnel involvement to minimal thresholds.

Are you looking for a suitable solution for your company?
We look forward to talking to you about the challenges in your company.

Get in touch with us

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