

Case Study

Just One Click

Client Profile:

Fly-Hi Marine Travels is one of the leading service travel management companies which organizes and manages travel related information and services worldwide. The company specialises in providing end to end marine travel assistance for their B2B as well as B2C customers. With years of experience in marine travel assistance, the Fly- Hi team understands the pain points of shipping companies and crew operators in providing manual travel assistance for seamen/non-seamen travelers.

Tecnology Used:

Java, Angular JS, ROR, MySQL

Business Situation:

The marine industry, which includes companies that manage and/or operate shipping lines, has been the last to leverage the potential of Information Technology. Even in this era of portable computing, shipping companies follow the old school thought of manual ticket booking for seamen travel which heavily consumes time and is cost intensive. The air ticket booking/ cancellation procedures for seamen/ non seamen travelers are done through manual communication via email or phone or basic software which provides information but no efficiency.

Thus, Fly-Hi required a solution

To provide effective solution thereby reducing the travel spend of shipping companies considerably with 100% transparency.

- To reduce manual coordination workload of crew operators in travel assistance services for marine travellers.

To address the client's challenges, Compassites proposed an end to end travel solution - Just One Click (JOC) which can be leveraged by shipping companies, crew operators and port agents to provide reliable travel assistance. The solution envisioned automation of seamen travel booking and thereby increase in efficiency of travel assistance by shipping companies in terms of cost and time.

Solution Approach:

A highly experienced delivery team at Compassites built the automated and comprehensive travel solution for the client, using JAVA, Angular JS, ROR and MySQL.

Key features of the travel solution provided by Compassites

- Option for instant comparison of prices
- Efficient search option to locate nearest airport
- Option for efficient handling of multiple integration panels
- Option to save search results



- Integration of 24/7 online chat facility
- Option for email notification
- Provision for tracking expenditure and generating reports

The team followed an iterative and incremental agile software development framework for meeting all the deliverables on time. Rigorous testing was done during all the stages of development life cycle, which ensured the best possible quality of the application. As per the client's requirement, Compassites also built the CMS based website and provided content for the JOC portal.

Benefits & Results:

- ❑ Automation has increased productivity
- ❑ An end to end automated travel solution for shipping companies, compared to highly time consuming and cost intensive manual processes.
- ❑ A reliable web interface for the client to address the comprehensive travel requirements for shipping companies.
- ❑ Avoided intervention of travel agents in booking/cancellation/visa assistance etc.
- ❑ Provision for tracking client shipping company's expenditure and availing periodic reports based on vessel wise and airline wise expenditure.
- ❑ JOC became more customer friendly with the integration of 24/7 online chat facility.

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