



Xoomworks Technology uses the latest technologies to create enhanced and rich mobile features for ClickTravel

Client: ClickTravel



Size: 51-200 employees

Project: Mobile Application Development

Date of delivery: August 2016

New B2B cloud-based travel management platform designed and delivered by a development collaboration with Click Travel and Xoomworks Technology

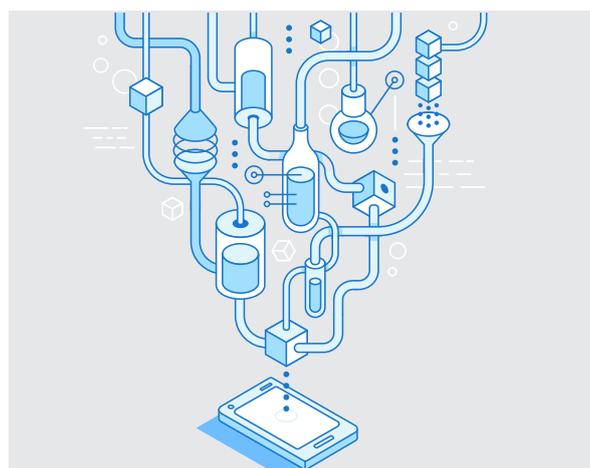
About the project

ClickTravel is the UK's fastest growing online travel management company (TMC) reducing the cost and complexity of travel management by driving online bookings and helping organisations manage their business travel spend. In a sector that's experienced dramatic change ClickTravel wanted to partner with a technology innovation company to collaborate on the design and development of a new world-beating cloud travel platform that could further accelerate their goals of becoming a major technology innovator within the travel sector.

The Challenge

Although ClickTravel have consistently been one of the highest performing TMC's for several years they recognised the need to replace their award-winning "legacy Travel Cloud" with a new system that would allow them to create the next generation travel experience combining personal experience and intelligence through big data, provide easy access to travel inventories and real-time travel data through a smart mobile app, remove friction from transactional tasks while retaining high visibility and control of executives travel spend.

ClickTravel wanted to work with their customers in collaboration to create the services that would ultimately improve the end to end business travel experience. They already had a trusted team of brilliant technicians but they knew that a combination of keeping the existing platform up and operating as well as building something new and complex would require a significant increase in technical development. Xoomworks Technology's experience in product innovation and agile development made us the obvious choice for a long-term partnership.



Xoomworks Technology designs and builds new mobile services¹ using the latest technologies and platforms, including offline-first applications. We help bring to market new advanced mobile services that drive organisational change and efficiency for our customers.

[1] <https://www.xoomworks.com/technology/wp-content/uploads/sites/4/2018/03/xt-vp-mobiledevelopment.pdf>

The Solution

ClickTravel have built, and continues to improve - in collaboration with Xoomworks Technology, their award-winning travel platform.

With a strong ethic of "continuous delivery" and a need to align their travel management vision and API strategy ClickTravel worked with Xoomworks Technology to establish a team of Senior and Mid-level Java/QA developers to complement their existing technical resource. The project required the quick adoption of many pioneering AWS cloud services and tools.

ClickTravel didn't have experience and history in producing mobile apps for their customers. They opted for our team providing mobile development specialists and user experience designers, to be involved in providing a native iOS application that would have native mobile behaviour, translate the travel cloud usability into mobile app, improve the user experience while customers are travelling and serve as marketing tool for presenting the ability and usefulness of their service.

The mobile application component was a critical factor for success as personal travel services are increasingly a differentiator for users, for businesses and travel service providers. Xoomworks Technology used the latest mobile technologies to create enhanced and rich mobile features including:

- ✓ Native app development
- ✓ Offline first applications
- ✓ Real-time collaboration
- ✓ Two-way data-sync
- ✓ Data push
- ✓ API bridge
- ✓ Travel.cloud user authentication services (AWS authentication)
- ✓ Google mapping API for location based services

We elected for a distributed development team to work with the ClickTravel team based in the UK. Xoomworks Technology provided a senior account manager supported by our operations and technical services director working from our London head office. Development teams were situated in both the Cluj-Napoca, Romania and Sofia, Bulgaria offices enabling the Project Manager to utilise different resources available in each location more effectively and without impact to the project or our resource plan to scale technical resources as the project demanded.

"The Xoomworks OneTeam™ philosophy is no gimmick. From the first day our Xoomworks Technology engineers have felt like part of the team; they've played their part in the successes, and worked even harder alongside us to overcome the challenges."

Matt Steer, Head of Product & Engineering, ClickTravel

The Results

ClickTravel are the only company to have been represented on the Times Tech Track 100 for the past 5 years running. The new Travel Cloud platform underpins their forecast business growth already providing increase in revenue, performance and client satisfaction:

30%

Increase in revenue to
£120.6m annual turnover

96%

adoption of online bookings

22%

average savings

99.9%

customer satisfaction

About Xoomworks Technology

Xoomworks Technology helps technology driven companies to solve their software development challenges cost effectively, by providing dedicated teams of near shore skilled resources. We can work directly as part of your team or can take full ownership of the development process. We have strong capability in open source, web, mobile and QA technologies and we have deep expertise in the travel, financial and gaming business sectors.

Interested in finding out more
about Xoomworks Technology?

Call us now on +44 (0)20 3872 7272 or send an email to technology@xoomworks.com
www.xoomworks.com/technology