Shinetech Software, Inc. | Project Description
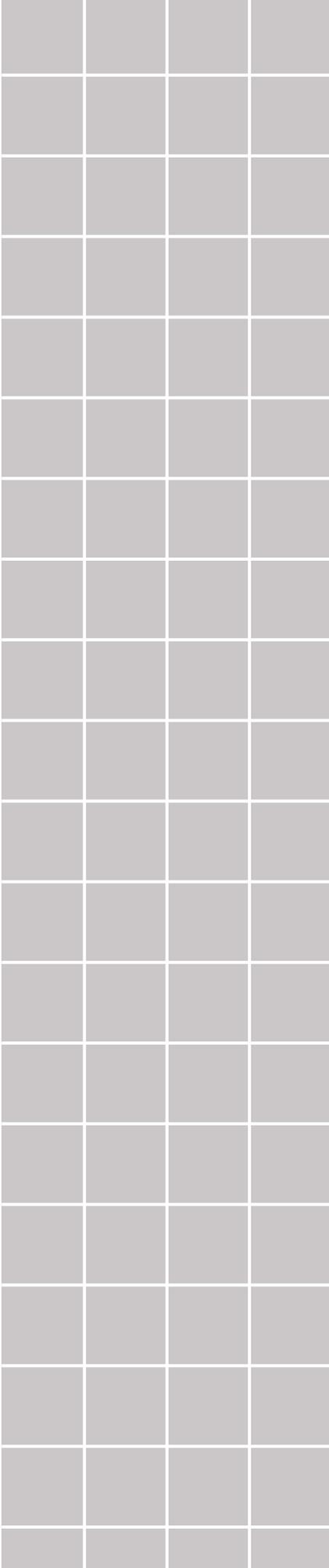
SHINETECH SOFTWARE

A Hotel reservation system for Langley Travel AB

The Client

Langley, founded in 1984, under the name of Ski Tignes, is one of the largest tour operators in Scandinavia. It offers active holidays with warm personal service. Langley operates 16 hotels and resorts in the French Alps, Corsica, Crete and Guadeloupe under the name of Langley Hotels where guests are offered attentive, personalized service, great food and family like hospitality.

With growing of its business, Langley needed a new reservation register system to better serve their clients.

Team Structure

1 Scrum master + 1-4 developers from Shinetech, 1 Business Analyst (BA) and 1 Database Administrator (DBA) at the client's side

Main technologies

WPF, Silverlight, WCF, NHibernate, Oracle, MEF

The Solution

A team of 5 members was built and worked for the system development when the project started 3 years ago; it gradually reduced to 2 developers for system update and maintenance one year later, after the system went live.

During the years, Langley and Shinetech visited each other and worked together onsite for months. Both of them have built full trust mutually.

Firstly, the BA provides some requirements, then scrum master arranges requirements and task priorities, discusses and analyzes requirements with developers and does estimate. The whole team works under Agile practices, keeps daily communication with client, such as, short daily stand-up meetings, for team members to share daily work and achievement , plan for tomorrow, questions/problems, etc.

The project keeps going under iterations and sprints, our team shows finished functions to client after each iteration, if the client has any new ideas or wants to do some adjustments, they will be included in the next iteration. With the development going on, our team gets better and deep understanding to the client's business, and gradually takes over the work of business analysis and database design and maintenance. After the system goes live, we solve problems and do changes timely once problems occur, and release a new version the next day.

The Result

This management system has been designed and implemented to improve revenue opportunities and raise the hotel occupancy rate. The system includes features like book reservation, prompts for additional services and products, allocation of rooms, guest profiles, financial reports, invoice management, hotel management, flight management and so on. Bookings can be made by all staff and the administration costs are reduced.