

B2B Hotel Distribution Platform for Travel Partners

A robust B2B booking platform for travel technology companies, enabling the efficient distribution of global travel content, including luxury hotels and tours, to travel partners worldwide.

Overview

QBurst delivered a flexible and high-performance Hotel Distribution Platform that addressed the client's need for a scalable B2B solution.

- **High-Performance Scalability:** The platform was designed to handle thousands of contracts and a rapidly growing user base without impacting performance.
- **Unified B2B Portal:** Provided a comprehensive back office and frontend portal for managing stakeholder accounts, contracts, bookings, and payments.
- **Streamlined Operations:** The solution reduced manual effort for contract loading staff and simplified complex workflows, such as promotion management and booking modifications.



Client Profile

A US-based emerging travel technology company that delivers global travel content such as hotels, transfers, transportation, sightseeing tours, and activities to travel partners.

Challenges

- **Performance Bottlenecks:** The system struggled to handle a large number of contracts, impacting booking performance and customer experience.
- **Scalability Issues:** The existing platform could not easily accommodate the daily addition of new contracts or the rapid onboarding of new travel agents.
- **Complex Data Management:** Managing thousands of contracts with varying rules—including pricing, promotions, and cancellation policies—was a complex and time-consuming process.

- **Manual Processes:** Contract loading and management required significant manual effort from staff, slowing down operations and increasing the risk of errors.

QBurst Solution: B2B Hotel Distribution Platform

QBurst developed a comprehensive B2B Hotel Distribution Platform that effectively addressed the client's business requirements. The solution features a robust back office module for efficient contract management and a seamless booking flow that maintains real-time status updates to prevent booking overlaps. We integrated with multiple suppliers and channel managers using a variety of business rules to offer the most comprehensive content.

Key Features of the Platform

- **Robust Back Office Module:** A user-friendly back office for loading, managing, and duplicating contracts, reducing manual effort and speeding up the process.
- **Intelligent Search and Filtering:** Implemented a powerful search engine that allows users to find the most suitable options based on defined criteria like price, property type, and star rating.
- **Seamless Booking Management:** The platform provides a complete suite of booking functionalities, including the ability to book, amend, or cancel reservations and manage payments.
- **Real-Time Data Flow:** Maintained a seamless flow of real-time booking statuses to avoid overlaps and ensure accurate inventory management.

Technical Highlights

Our implementation focused on a flexible, scalable, and high-performance architecture

- **Scalable Microservices Architecture:** The system was designed using Python Django on top of AWS EKS, ensuring it can handle a growing user base and inventory without performance degradation.

- **User-Friendly Interface:** The platform's frontend was built with Angular, providing a clean and intuitive interface for contract and policy management.
- **Advanced Integrations:** Seamlessly integrated with key industry players, including switches (DHISCO, TravelGateX), CRS (Pegasus, SynXis), and bedbanks (Hotelbeds, RateHawk), to deliver a wide range of travel content.
- **Flexible Markup Management:** The solution offers flexible markup management for all stakeholders, enabling users to easily manage sales profits and revenue.

Impact: Roadmap to Rapid Business Expansion

- **Market Leadership:** The platform's ability to handle almost all types of contracts available in the industry helped the client secure major hotel chains, including Marriott, Hilton, Accor, and Hyatt, as partners, leading to a 55% increase in premium supply volume.
- **Improved Operational Efficiency:** The user-friendly interface and streamlined contract management processes reduced the effort of contract loading staff, leading to a 40% reduction in data entry time.
- **Enhanced Revenue Streams:** The platform provides the flexibility to promote selected hotels based on user location and search history, creating a new revenue source for the business.
- **Seamless Growth:** The scalable architecture ensures the platform can effortlessly accommodate new partners and an increasing volume of bookings, supporting the client's ambitious growth plans.