



Successful integration of reservation systems for a leading low-cost, short-haul airline

Players in the highly competitive airline industry rely on electronic reservation systems to market themselves more efficiently, increase sales, and manage customer relationships. At minimum, reservation systems must allow customers and channel partners to book flights of their choice.

Here is how Mindtree helped a leading low-cost carrier effectively test reservation system applications while integrating an acquired airline.

The challenge

As part of its acquisition of another airline, the customer needed a seamless and highly stable enterprise-level integration between their respective reservation systems. Specific challenges included:

- An aggressive timeline and evolving go-live dates
- Need for swift knowledge acquisition of specific applications used by both airlines, intensified by insufficient application documentation
- Managing an unstable and complex test environment

Mindtree was brought on board to work as part of the change, test and deploy team, taking responsibility for achieving program objectives within the scheduled time and budget.


Our solution

Mindtree set up a dedicated testing team to provide testing services for applications that were in-scope for the integration between the two airlines. We ensured that rapid knowledge transfer took place between the customer subject matter experts and our team. Then, we developed a test catalogue to map and track the test coverage during test case design. We also implemented a risk-based testing (RBT) approach for the customer.

With RBT in place, Mindtree could focus on the most critical and risk-prone functionalities, quickly select regression test cases and reduce test cycles. The team further implemented hybrid testing to reduce the impact of defects arising at later stage of the life cycle.

Business impact

- Supported 750 bookings per minute soon after go-live of the integrated system
- Delivered high-quality test cases for all the releases before the planned delivery dates
- Shortened time to value by delivered test cases earlier than planned



Mindtree also leveraged TESH (Test Environment Solution Group), which functions as single contact point for issue resolution in a quality assurance environment rather than having multiple stakeholders and representatives for resolution.

About Mindtree

Mindtree is a global information technology solutions company with revenues of over USD 400 million. Our team of 11,000 experts engineer meaningful technology solutions to help businesses and societies flourish. We enable our customers achieve competitive advantage through flexible and global delivery models, agile methodologies and expert frameworks.