TourConnect.com
Case Study

Client Information: TourConnect.com

Tourconnect.com is a portal focused on tourism industry for automating solutionsinvolving contracts between tour contractors and suppliers. Tourconnect.com streamlines the process of contracting and rate loading between tour contractors and suppliers by saving time, resources and money. Currently, their focused target is Australia and they will soon shift to US and other markets. Through tourconnect.com, tour contractors have tie ups with suppliers, these suppliers can be anyone ranging from Hotels, inns, car rentals, bike rental, safaris, scuba diving rentals, cruise rentals etc. With the help of Tourconnect, tour contractors are able to provide the customers a complete tour package by contracting the right supplier to get the right rentals. Tourconnect also helps in maintaining the legal liabilities and regulations involved from suppliers' side that keeps the process transparent and process driven.

Client Brief

The founders of TourConnect were looking for partners to help the build the framework for their soon-to-be-launched web portal. The company was sure that the web application should be built on the Ruby on Rails framework due to the benefits this language framework provides. After their first two partners, a consulting company in the US and an Indian company, were not able to deliver, the founders approach Josh Software to partner with them to build the framework for TourConnect.com.

After having lost precious time due to their first two partners, they management was looking at Josh Software to deliver a web solution in focused time span. This was mainly due to the fact that contracts between tour operators and suppliers are completed during the month of Mar/Apr and last the entire year. If the solution was not ready by March to go live, the portal would be stalled by another year due to the way the contracts in the industry function.

The Josh Software Edge: *Providing a High Performing Solution Within Stringent Time Constraints*

Josh Software proposed to build the web solution from scratch although 8 months of work was already completed on this framework. The client made it clear to Josh Software that the solution has to be ready by the last week of February so as to go live in March; Josh Software took on this responsibility in December 2012 with a commitment to deliver a ready solution in less than three months using Rubyon Rails and MongoDB. Inability to match this time constraint would have resulted in huge losses for the company. Josh Software was able to deliver the solution within the timelines, and the portal went live, as planned, on March 15 2012.

As Josh Software is focused on delivering solutions in the Ruby on Rails framework, they were able to deliver a cost effective, high performing and scalable solution to TourConnect.com. The solution was built in a way as it could be easily evolved as the company received feedback on certain changes and additions that should be made to make the entire process between tour operators and supplies faster, transparent, and process driven. Josh Software continues to work with TourConnect.com on continuously evolving and building new solution for the fast-growing online platform.

Impact

The impact of the solution was well received by the users of the platform. The solution continues to deliver high performance even with more than 10,000 suppliers registered on the platform. The success of this platform amongst tour operators and suppliers in Australia has enabled the brand to look forward to expanding their reach across other regions, beginning with the USA.