

One-Stop Travel Planning Portal Embarks on Its Journey to Global Success With Help from Luxoft.

Luxoft's rigorous testing helps new innovative travel planning system, Amargo.com, identify and mitigate potential glitches and bottlenecks

Client:

Amargo.com is a new, one-stop travel planning system, which enables users to find, compare, choose, plan and pay for a family vacation or business trip through one user-friendly and highly secure web portal.

Summary:

Amargo.com uses innovative technology -- making it simple and cost-effective for travel planners not only to reserve and pay for flights, hotel rooms, and rental cars on-line, but also apply for travel insurance or a visa as well.

Challenge:

The technology and systems' architecture used to drive Amargo.com needed to be "fine-tuned" to support the expected volume of up to half a million unique inquires at various peak periods.

"Luxoft became our ideal partner of choice for Quality Assurance."

- CIO Andrey Antipov, Amargo.com



An ancient Chinese proverb advises that, "The journey of one thousand leagues begins with the first step." The same holds true even for today's savvyest travelers. But nowadays, the "first step" is usually to our computer or laptop, frantically "surfing the Net", shopping around for the lowest airfares and shortest flight times, affordable hotels and rental cars, and entertainment options at our final destination.

Today, nearly 7 out of 10 travelers routinely use the Internet to plan and book their trips, whether for business or pleasure. Gone are the days of working with travel agents or even for that matter, visiting several different websites to lock-in airfares, accommodation, or car rental service.

For Amargo.com, capturing significant market share means processing hundreds of thousands of requests - 24 hours a day, 7 days a week, instantly and error-free. Maintaining parity with competitive sites means finding ways to offer even more services and conveniences, such as travel insurance or visas, which further complicate the portal's embedded technology and systems' architecture.

Ready for Take-Off!

Starting as www.Amargo.ru, the company set its sights high, planning to attract hundreds of thousands of people all over the world via www.Amargo.com -- its global website, but company CIO Andrey Antipov knew they had to be sure this volume would not negatively impact on the system's delivery and consistency, thereby detracting from overall customer satisfaction, loyalty, and "word-of-mouth" referrals.

"We decided to carry out load testing aimed at identifying possible bottlenecks that could occur during peak times, with thousands of users searching simultaneously," Antipov says.

Antipov was referred to Luxoft from one of Amargo's suppliers. Having worked with Luxoft engineers for a significant amount of time, the vendor expressed tremendous satisfaction with Luxoft's performance and the final project results. Based on the high recommendations from this trusted colleague, Antipov contacted Luxoft for systems testing design and implementation assistance.

Since the website had already launched, the necessary load testing was performed in parallel with its current day-to-day operations.

Solution:

Based on a recommendation from a trusted supplier, Amargo CIO contacted Luxoft to help with peak and load testing of the site to be sure it could adequately accommodate up to 500,000 users daily.

Results:

Because Luxoft helped identify and mitigate potential bottlenecks in the system architecture, **sales grew by 300%** upon completion of the project.

Technology:

- Operating System:
 - Win2003 Server Edition
 - Redhat Enterprise 5.2
- Loading tool:
 - Jmeter 2.3.4

"With Luxoft, our system was fine-tuned to support the load of 500,000 unique users, which is exactly what we wanted to achieve from the beginning."

- CIO Andrey Antipov, Amargo.com

Luxoft Helps Deliver a Convenient and "Hassle Free" Customer Experience.

The Luxoft team identified functional components for testing and developed various performance testing scenarios. Both peak and stress loads would undergo meticulous testing.

During the three-month collaboration, Luxoft specialists successfully identified and helped fix a number of errors in Amargo's systems' architecture. Ultimately, Amargo launched five releases of the system, with each new version successfully passing a range of painstaking tests prior to release.

"As a result, the system was fine-tuned to support the load of 500,000 unique users, which is exactly what we wanted to achieve from the beginning," Antipov adds.

"Luxoft's specialists approached their tasks in a very responsible manner. They understood our needs and worked tirelessly after-hours and on holidays to have the project finished at the earliest possible date.

They showed tremendous creativity and consideration and gave us useful recommendations on how to make the system interface much more user-friendly. When we upgraded the site, we implemented their recommendations," he states.

"Luxoft became our ideal partner and supplier of Quality Assurance. Owing to the systems' seamless performance during peak loads on our website, we were able to attract a lot more target traffic," Antipov reports.

With Luxoft's assistance, Amargo.com has taken its own "first step" forward into the future of achieving its' mission of becoming one of the world's most popular and powerful travel web site .

About Luxoft:

Luxoft, a member of the IBS Group, is an emerging global leader in application and product-engineering outsourcing services for enterprise IT organizations and software vendors.

Luxoft builds lasting partnerships with its clients, such as Boeing, Deutsche Bank, UBS, Dell, IBM, and other global leaders, based on the culture of engineering excellence, innovation, and deep domain expertise.

Luxoft offers global delivery capability through its network of state-of-the-art delivery centers in North America, Central & Eastern Europe, and Asia.

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