



CASE STUDY

Travelport reduces API enablement time by 75% to onboard new customers x10 faster

TRAVELPORT

Organization:

Travelport

Industry:

Transport & Logistics

Location:

USA

Travelport used Bizagi as part of their API enablement project to build interfaces with customers after experiencing severe delays with their previous computer interface process, resulting in lost business opportunities and lost revenue. Their large volumes of data on a 30-year-old legacy mainframe also made it difficult to optimize essential processes such as contracting to billing.

After implementing Bizagi, they were able to create an agile environment to deliver APIs far more efficiently with a low code solution. This meant customers could be onboarded in just three days, rather than a month, and reduced average enablement time by 75% and produced positive ROI within just 2 months of the launch. This demonstrates the speed-to-value of Bizagi and paving the way for a lot more agile process automation at Travelport. They were also able to create custom integrations to their SAP S4HANA instance to enable their contracting to billing process and enable a customer incentive scheme.

3x quicker completion rate

75% reduction in average enablement time







x10 faster customer onboarding

Positive ROI from the project in just 2 months










"Customers are very happy to get their hands on the product sooner rather than later and it saved us a lot of cost going back and forth."

Tom Griffey,
System Engineer

Objectives

-  Enable API interface for customers so they can utilize Travelport information
-  Create an agile working environment to meet customer requests quickly
-  Speed up development cycles to deliver new solutions promptly
-  Develop parallel processing to increase efficiency
-  Optimize contracting to billing process
-  Integrate with SAP to enable customer incentive program

Achievements

-  74% of requests processed in one day vs 23% before
-  3x quicker completion rate
-  75% reduction in average enablement time
-  X10 faster customer onboarding time
-  Positive ROI from project in just 2 months
-  Received excellent feedback from users in terms of ease of use and tool presentation
-  Fully integrated and optimized billing process
-  Over 300 contracts processed in first year
-  22 custom SAP integrations

Overview

Travelport's guiding principle is to simplify the complexity of the travel business. They needed to optimize their API connections to enable customers to connect their platform more efficiently while navigating the complexities of migrating from a thirty-year-old mainframe to SAP to deliver a more flexible way of working.

Challenge

Travelport processes more than 200 billion itinerary pricing items per year. Traffic is fed through their system where they can search to make bookings using their travel projects. This means they need to integrate with multiple systems, which presented them with API Enablement challenges.

They were experiencing severe delays with their previous computer interface process to connect their customers, which took too many days to complete requests. It could take up to a month to connect the APIs required to onboard a new customer. They couldn't properly make up-front edits and no parallel processing which slowed down operations and resulted in lost business opportunities and lost revenue.

To rectify this, Travelport required a solution that would quickly enable API interfaces for agencies to get customers using their platform faster. They also wanted to expand their capacity for process improvement and become more agile.

They then turned their attention to their billing solution. The company had previously operated on a 30-year-old mainframe but had modernized to use SAP. They wanted to find a better solution to integrate their contracting solution and the new AP solution, so decided to use Bizagi to manage the data between contracting and billing systems.

Solution

To optimize their way of working, they focused on individual processes, and organized teams around key strategic goals.

They were looking for an easy-to-use tool, so worked alongside Bizagi implementation partner, Innovelocity, who helped them select the Bizagi platform. The team took a low-code approach and less than 10% of their process development requires code, which helps to produce results faster.

They worked on the API request process and over the course of 5 months they were able to automate the complex process, which contains 96 tasks and 430 data elements. They were able to optimize the UI and front end of the app, working with users to determine the best fit.

With the billing system, they created a proof of concept, which was challenging due to the large amounts of data they had to overcome. However, the way the products were defined in the legacy system did not translate to SAP. So, they had to use Bizagi for product translation before they could add customers and contracts to Bizagi.

Travelport are working with SAP 4HANA and using Bizagi as the integration point.

Results

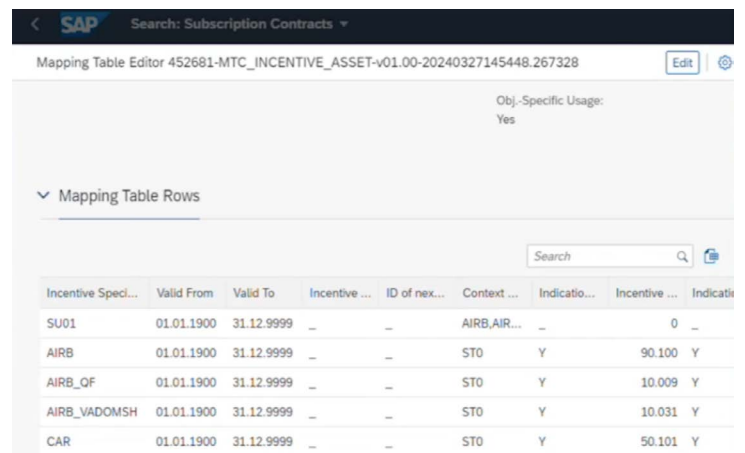
After implementing Bizagi, they were able to create an agile environment to deliver APIs far more efficiently with a low code solution.

This reduced average enablement time by 75% (tripled the number of requests that are completed in a single day) and onboard customers in 3 days rather than 30 days. This enabled them to win significantly more business, which consequently produced positive ROI within just 2 months of the launch, 10 months ahead of target - demonstrating the speed-to-value of Bizagi and paving the way for a lot more agile process automation at Travelport.

To optimize their contracting to billing, they created 5 new Bizagi processes for SAP, with multiple subprocesses. In 2024, they've already processed more than three hundred contracts across nine countries, with a view to scaling up to 31 new countries in 25 before covering all regions by 2026.

Although they used Bizagi's out-of-the-box SAP connector for inspiration, they had to build a custom connector because their own SAP instance had been so heavily customized. They managed 22 functional integrations to fully integrate Bizagi with SAP.

Travelport works with many travel agencies, and the more bookings that an agency makes through the Travelport system, the bigger the kickback they'll get. So Bizagi transformers support this incentives program to push data into SAP and calculate agencies' bookings and their reimbursements.



The screenshot shows the SAP Mapping Table Editor interface. At the top, there's a search bar with "Subscription Contracts" and a title "Mapping Table Editor 452681-MTC_INCENTIVE_ASSET-v01.00-20240327145448.267328". Below that, there's a section for "Obj.-Specific Usage" with a "Yes" status. The main part of the screenshot is a table titled "Mapping Table Rows". The table has columns: Incentive Spec..., Valid From, Valid To, Incentive ..., ID of nex..., Context ..., Indicato..., Incentive ..., and Indicati. The table contains five rows of data:

Incentive Spec...	Valid From	Valid To	Incentive ...	ID of nex...	Context ...	Indicato...	Incentive ...	Indicati
SU01	01.01.1900	31.12.9999	-	-	AIRB,AIR...	-	0	-
AIRB	01.01.1900	31.12.9999	-	-	ST0	Y	90.100	Y
AIRB_OF	01.01.1900	31.12.9999	-	-	ST0	Y	10.009	Y
AIRB_VADOMSH	01.01.1900	31.12.9999	-	-	ST0	Y	10.031	Y
CAR	01.01.1900	31.12.9999	-	-	ST0	Y	50.101	Y

Agencies' incentive calculations in SAP