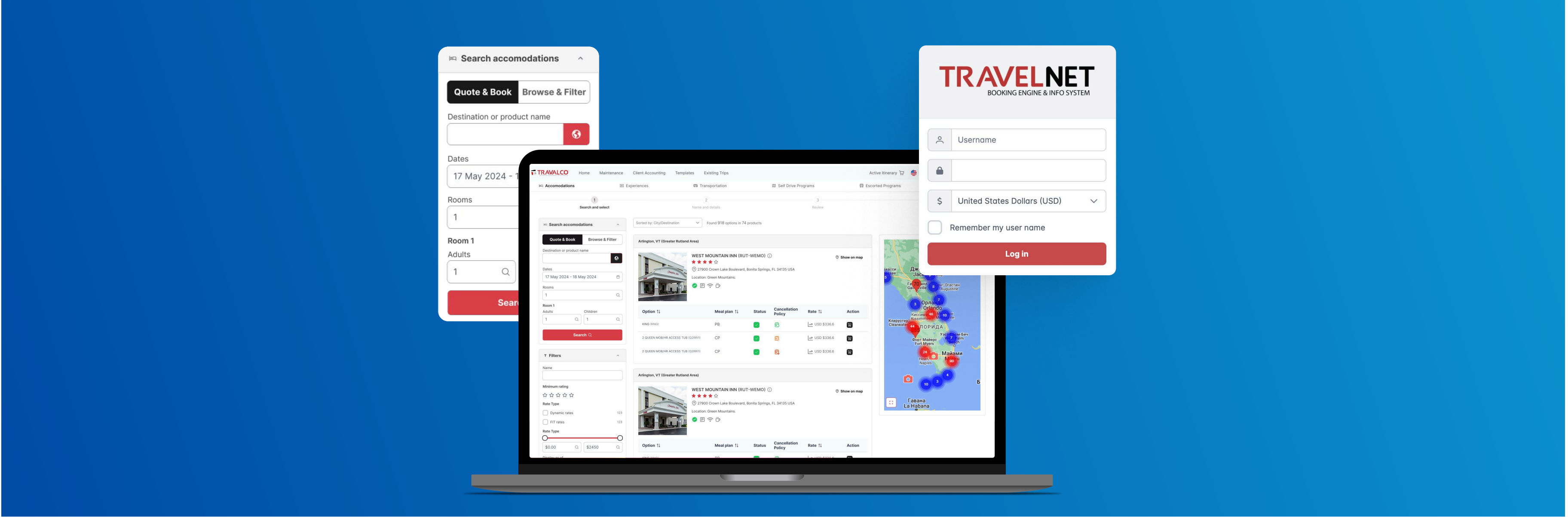


MODERNIZING A CORE B2B BOOKING PLATFORM FOR A NORTH AMERICAN TOUR OPERATOR

Case Studies

Modernizing a Core B2B Booking Platform for a North American Tour Operator



Tech Stack:

Front end: TypeScript, Angular
Back end: C#, .NET
Databases: SQL Server

Project Management:

Kanban

Start Date:

April 2023 (ongoing project)

Scope:

11,000+ man-hours

Client Background

For nearly four decades, Travalco has been a cornerstone of the North American and Caribbean travel industry. As a renowned inbound tour operator and destination management company (DMC) established in 1985, Travalco has built its success on deep market expertise and an extensive portfolio of directly contracted hotels and travel services.

Programs, Products, and Services Offered



Accommodations (2,000+ directly sourced properties)



Self-Drive Programs (over 150 unique itineraries)



Transfers



Railway Adventures



Wedding Programs



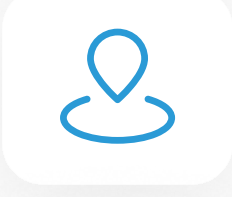
FIT and Incentives Programs



Experiences



Escorted Programs



Destination Discoveries




VIP Services



Riverboat Cruises

Operating exclusively on a B2B basis, the company empowers a global network of travel agents to craft unforgettable FIT, VIP, group, and MICE travel experiences.

Client Profile	
Category	Inbound tour operator, DMC
Established	1985
Business Type	B2B
Area of Operation	North America and the Caribbean
Market Served (Countries of Origin)	Worldwide
Types of Travel Offered	Corporate, Customized, FIT, Group, Leisure, MICE, Scheduled
Packages Offered	Adventure/Outdoors, Cruise Holidays, Cultural/Historic Tours, Custom Tours (Shopping, Sports, Luxury, Culinary), Entertainment/Special Events, Medical/Wellness Travel, National Parks, Religious Travel, Student/Language Immersion Tours

At the heart of their operation lies TravelNet, a powerful web application that serves as the digital backbone for booking, itinerary creation, and information management. For years, this platform was the key to their success.



Project Goals and Challenges

As a dynamic and forward-thinking company, Travalco is committed to evolving with the market. However, their core technology, TravelNet, had not received a significant architectural update in several years. This created a growing gap between the platform’s capabilities and the evolving needs of its expert users. Two primary challenges emerged as critical bottlenecks:

- **Accumulated feature debt:** Travalco’s most valuable asset is its network of travel professionals who use TravelNet daily. Over the years, they had gathered a wealth of critical feedback and feature requests. This growing backlog meant that routine tasks were becoming cumbersome, hindering agents’ ability to quickly and comfortably create the complex, multi-layered itineraries their clients demanded.
- **Technological stagnation:** Built on an outdated front-end framework, the platform’s performance was beginning to lag. This technological friction slowed down users and made it increasingly difficult and costly to implement modern functionalities.

Travalco recognized the need for a strategic technology partner to clear this backlog and completely reimagine the platform’s foundation. The goal was clear: transform TravelNet into a swift, scalable, and future-proof engine for growth.

Project And Its Development

Aware of GP Solutions' long-standing reputation in the travel technology sector, Travalco initiated a conversation. A personal meeting confirmed a natural fit, and we formed a collaborative partnership to modernize their core technology.

Our team approached the project with a strategic, multi-phased methodology designed to deliver both immediate value to users and long-term stability for the business. The plan involved an initial phase focused on user-requested features, followed by a complete system redesign, a transition to the modern Angular framework, technology stack updates, and a comprehensive optimization of the back-end code to boost response speed.

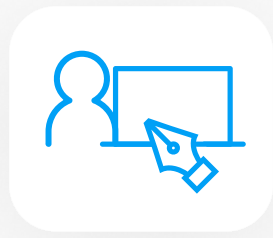
Our Team on the Project



1 Front-End Developer



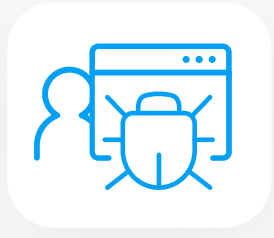
1 Back-End Developer



1 UX/UI Designer



1 Business Analyst



1 QA Engineer



1 Project Manager

Project In Motion: Delivering Immediate Relief And Building For The Future

PHASE 1: ADDRESSING URGENT USER NEEDS

Our first priority was to deliver immediate relief and tangible improvements to the daily workflow of Travalco's agents. We rolled out a series of high-impact “quality-of-life” enhancements on the existing platform:

- **Advanced product search:** We supercharged the search functionality with upgraded filters, allowing users to apply multiple criteria at once and pinpoint specific escorted tour start dates on an intuitive calendar.
- **Optimized tour management:** Agents can now instantly copy existing tours to serve as a base for new ones, while outdated products are automatically replaced, ensuring accuracy and saving valuable time.
- **Improved itinerary management:** We introduced new tools to shift an entire itinerary to a new start date with a single click, copy complex itineraries for new clients, and save frequently used travel plans as reusable templates.
- **Better quote logic:** The process for updating and managing client quotes was completely optimized, reducing manual effort and potential for error.

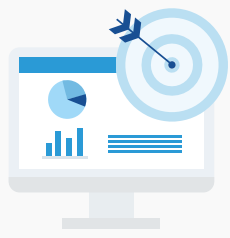
PHASE 2: A COMPLETE DIGITAL TRANSFORMATION

With immediate user needs met, we embarked on the project's next major milestone: a complete front-end overhaul and UI redesign. The entire application was meticulously migrated to a modern Angular framework. It was a total transformation of the user experience, introducing a fresh, intuitive, and contemporary interface built on a rock-solid foundation for future development.

On this newly modernized platform, we then deployed new modules, including the crown jewel:

- **Flexible packages:** This powerful feature empowers agents with unprecedented creativity and control. They can now select a standard package tour and fully customize it, adjusting dates, swapping hotels, modifying routes, altering prices, and adding unique alternatives to craft a truly exclusive experience for any client.

To ensure the platform was as fast as it was flexible, we also implemented advanced caching strategies, dramatically reducing page load times and data retrieval speeds across the board.

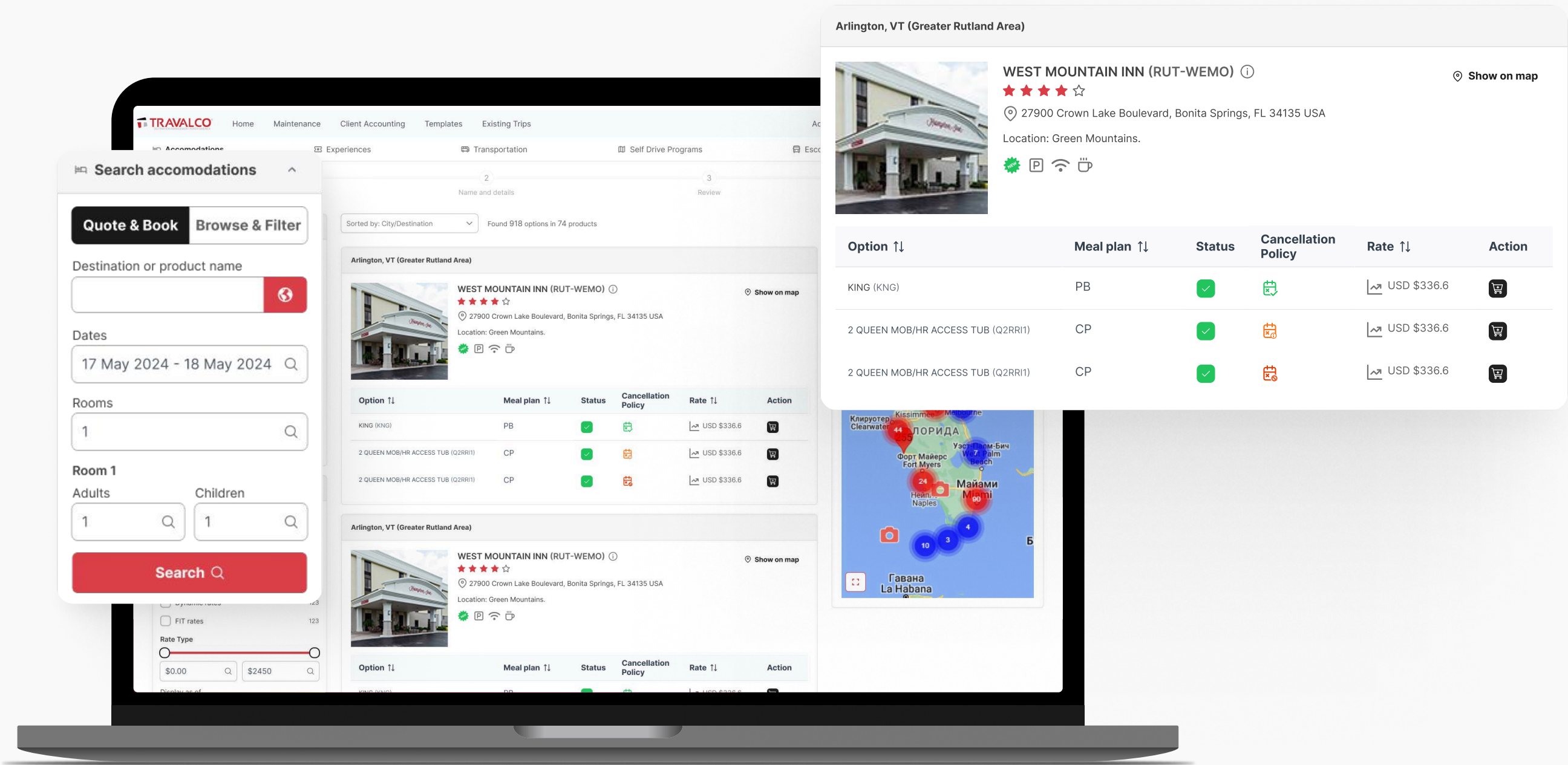


Results and Business Impact

The partnership has successfully transformed the TravelNet platform, delivering significant, measurable business impact for Travalco and its global client base. All users have been seamlessly migrated to the new, vastly improved version.

- **A quantum leap in performance:** The modernized back-end and optimized caching have resulted in a significant increase in the application’s response speed. Travel agents can now search, customize, and book faster than ever before.
- **An elevated user experience:** The complete UI redesign provides a modern, clean, and intuitive interface that simplifies even the most complex booking tasks. The new visual identity was enthusiastically welcomed by both the client and its users, replacing a design that was long past its prime.
- **Increased agent efficiency and creativity:** Powerful new features like Itinerary Templates and Flexible Packages empower agents to build and customize complex travel plans in a fraction of the time, freeing them up to focus on client service and sales.
- **A future-proof foundation:** The new technology stack ensures TravelNet is scalable, maintainable, and ready to incorporate future innovations, securing Travalco’s competitive edge for years to come.

Our partnership continues to evolve. New features and refinements are being implemented based on user feedback on the new version of TravelNet, and active discussions are underway to integrate AI-powered features to further enhance the platform's capabilities.





Let's Build the Future of Travel, Together.

[Schedule a Strategic Consultation](#)

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