



Creating Amazing Travel Purchasing Experiences with a Build-Operate-Transfer team

InsightGuides.com – Case Study

ITS G – IT supporting your business

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Creating Amazing Travel Purchasing Experiences with a Build-Operate-Transfer team

Digital travel purchasing platform created from scratch using a BOT team

Summary

Insight Guides hired us in December 2014 to help build their innovative digital platform. In **10 months**, our top-notch experts in innovative technologies delivered an outstanding communication platform that connects travelers and local guides.

About the client

Insight Guides are one of the world's foremost authorities on travel destinations around the globe. For over 45 years and through their 800+ publications, they have continually inspired travellers to sample the most desirable and unique experiences around the world.

Project Goal

Insight Guides wanted to develop a unique web platform, able to inspire and to provide swiftly planning and booking functionalities. In this scope, they needed to quickly find a team of high qualified professionals that will deliver the project in time and on budget.

The approach

ITSG won the tender and successfully delivered the Insight Guides's project within a year. After the platform was up and running, the Client realized that he needs a dedicated software development team to continuously update and develop the e-commerce system. We presented them two options:

- > They could build an inhouse team of software engineers and have everything on site which would be more expensive and will definitely take more time
- > We could build a team and train them for the Client's purpose, manage them for a period of time and then the Client will take over if needed or required.

INSIGHT GUIDES
TRAVEL MADE EASY. ASK LOCAL EXPERTS.

OVERVIEW

Company

- > Insight Guides

Company website

www.insightguides.com

Industry

- > Travel & Tourism

Project objective

- > build a team to develop a unique web platform, able to inspire and to provide swiftly planning and booking functionalities

Scope of work:

- > analysis, technical specification, development, testing, implementation

No of developer hours

- > 14.000

Technical team

- > 3 software developers
- > 1 tester
- > 1 business analyst and scrum master

The client decided that the **Build-Operate-Transfer (BOT) model** that we proposed is the best solution for them and since the end of 2015 their team is still managed by us. The know-how perspective, always changing technical requirements and skill set are the main reasons why the collaboration continued. The team is owned by the Client, but since we operate them, they have access to our know-how, training and knowledge sharing with other people.

Results

- > We built a team of top-notch experts able to deliver high quality software under our management.
- > Due to our brand recognition, expertise and professionals, we gained the Client's trust who let us operate their software development team further.
- > The e-commerce platform that serves thousands of customers and suppliers is continuously developed and updated to the latest technologies and requirements of the market.

Technology

- > Successfully speed development time with the Meteor framework and Javascript

Project approach and management:

- > Agile approach, product shows, delivery of detailed solutions in phases

"ITSG managed to deliver an innovative digital platform that connects travellers and local guides globally and also built us a great software development team which under their supervision are performing at a high level and quickly adapted at our organisation's culture and values. "

René Frey, CEO of APA Publications – operator of Insight Guides portal

About ITSG

ITSG Global is a **Deloitte award winning** software development company with development HQ in Poland and long-term partnerships in Switzerland. In our 11+ years of experience, we've successfully implemented over 300 IT projects for over 50 Clients from all over the world. Philips, P&G, BGŻ BNP Paribas, Miele and others are vouching for our high-quality work.

Contact us: office@itsg.com.pl