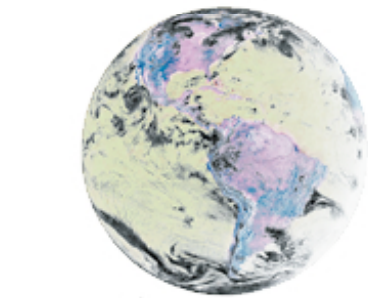


GLOBAL SYSTEMS PERFORMANCE AND APPLICATION DEVELOPMENT

2005 COMPUTERWORLD HONORS CASE STUDY

BUSINESS & RELATED SERVICES

A LEADER IN THE TRAVEL TECHNOLOGY UTILIZES SOME OF THE FASTEST, MOST FLEXIBLE AND EFFICIENT NETWORK AND COMPUTING TECHNOLOGIES IN THE INDUSTRY. APPROXIMATELY 800 TRAVEL SUPPLIERS AROUND THE WORLD ARE LINKED THROUGH WORLDSPAN'S GLOBAL CUSTOMER BASE. [20055345]



A Search for New Horizons



Robert Carrigan,
Chairman of the Chairmen's Committee

Ron Milton,
Vice-Chairman of the Chairmen's Committee

Dan Morrow,
Chief Historian

SUMMARY

Worldspan is a leader in the travel technology utilizing some of the fastest, most flexible and efficient network and computing technologies in the industry. Approximately 800 travel suppliers around the world are linked through Worldspan's global customer base. Several of Worldspan's industry leading products and electronic data services include Worldspan e-Pricing®, Worldspan Go!® and Worldspan Trip Manager® XE. Creating these innovative and diverse travel solutions required Worldspan to work with a broad range of operating systems and development platforms. Worldspan's reservation system runs on a proprietary Transaction Processing Facility (TPF) platform. As a result of the specialized skill set and expertise needed to work effectively with this system, Worldspan selected TCS, a technology partner that could help enhance the robustness of Worldspan's IT architecture, improve the scalability of the business and develop extensible applications while reducing development cycles. Business Driver • Strengthen IT architecture • Scale operations to meet customer demand

APPLICATION

Tata Consultancy Services (TCS) offered the ideal solutions for Worldspan's technology needs. TCS' Application Development and Maintenance (ADM) practice has more than three decades of experience in providing solutions to leading organizations around the world.

Since 2002, TCS has worked with Worldspan on initiatives involving software development, maintenance, documentation and database updates. One key project involved making improvements to Worldspan's fares database management system, allowing for easier fare and tax calculations and quick and simple fare discrepancy reports.

TCS also worked with Worldspan to strengthen its data warehousing. Previously, Worldspan's reporting capabilities were limited by the company's legacy reporting system. TCS' consultants created a series of reporting tools leveraging existing data warehouse tables and creating rich, informative reports.

Finally, TCS developed customized scripts to continually and consistently measure and monitor Worldspan's system performance. In all instances of application development and maintenance, TCS' travel industry expertise was a strong advantage. "TCS' knowledge of travel-related IT issues has been vital," said Sue Powers, Chief Information Officer and Senior Vice President, Worldwide Product Solutions, Worldspan. "Our systems incorporate a wide range of technologies, and TCS' highly trained and knowledgeable consultants have provided Worldspan with innovative solutions to the challenges we've faced."

Solution

- Improve fare database management system
- Overhaul data warehousing and reporting capabilities
- Develop system monitoring tools

BENEFITS

- Increased ability to handle growth
- More flexible information access
- 24 hour systems coverage

IMPORTANCE

Worldspan saw the need to increase its IT architecture in order to meet the demands of customers.

ORIGINALITY

SUCCESS

TCS'ADM initiatives combined with its Enterprise Systems Performance expertise have made Worldspan a stronger and more agile company, better equipped to respond to growth and increased customer demand in the global marketplace.

Additionally, TCS' overhaul of Worldspan's data warehouses and reporting tools has provided a wealth of information at employees' fingertips. "Having a new set of reporting tools makes the information inside our data warehouses much more accessible," said Powers. "And the more accessible the information is, the more value it provides throughout the organization."

Most importantly, Worldspan is now secure in the knowledge that its IT architecture is supported and monitored by a world class IT services firm. "As a result of working with TCS, Worldspan now has 24-hour coverage of its systems," said Powers.

Worldspan has also seen the cost benefits of its partnership with TCS. "TCS handled the project, provided the expertise and additional daily operational coverage with minimal training and no hiring costs. TCS is renowned as a reliable partner, and they have demonstrated this focus every step of the way by being proactive with solutions and process improvement suggestions," said Powers. "On the whole, we are extremely satisfied with the service TCS has given Worldspan. As the relationship has grown, TCS has continued to demonstrate a commitment to our success."

DIFFICULTY