



CASE STUDY : WEST BENGAL TOURISM
ONLINE BOOKING SYSTEM

Client: West Bengal Tourism	Country: India
Industry: Travel & Tourism	Status: Completed
Solution Area: Application for Automation of Room Reservation & Cancellation process	

Company Profile

The Department of West Bengal Tourism, based in Kolkata, is a nodal agency of the Government of West Bengal that coordinates and manages the tourism scenario of the state. The department conducts packaged tours, has its own hotels and guest houses in various tourist locations of West Bengal and conducts reservation and booking of rooms to these places from its office.

Project Brief

The Tourism Department, Government of West Bengal (WB Tourism) planned to introduce a web based system in the Department of Tourism which would be inclusive of its Secretariat, Directorate and the West Bengal Tourism Development Corporation Ltd., along with their field offices providing comprehensive computer networking and connectivity among such offices, Tourist Lodges and external users to primarily create an online booking system. In addition this project also comprises of developing a Tourist Information Database System and a Statistical Collation System

Key Issues

Creation of a web based (internet / intranet) system which would automate the entire reservation and cancellation process keeping in mind the business rules applicable for WB Tourism.

Solutions Overview

All booking related reports get generated from the system at the click of the mouse, thus enabling centralized MIS and decision making at the HQ. It also removed the shortcomings of the existing software at WB Tourism and augments the system by connecting the lodges and the WB Tourism offices through the internet. It has also become possible for the common man to make online reservations of the above products and also make online payments from anywhere and at anytime. Therefore this solution provides a computerized reservation system for the Tourism Department as well as provides the self service interface to the citizens and customers

Technology Specifications

The applications were developed using the following technical specifications.

Key Components	
Technology Details	<ul style="list-style-type: none">• Linux• WebSphere Commerce V5.4.3• WebSphere Application Server V4.0.2• IBM DB2 UDB V7.2• IBM HTTP Server• IBM Payment Manager• IBM WebSphere Studio Application Developer• Java (JSPs, Servlets, EJBs, Applications)• XML

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