Portal Innovation Award

Cendant TDS MyAccount.Galileo.Com Portal
Presenters: Jason Cohen and Brad Lindow

Agenda

- Company Profile
- Project Details
- Technology Details
- Project Closure Review
- Lessons Learned
- Words Of Advice
- Q&A

Company Profile

- Cendant Travel Distribution Services encompasses such brands as Orbitz, ebookers, GTA, Galileo, and several others
- 8500+ total employees worldwide
- Portal project was for the Galileo business unit
- Galileo serves travel agents as a gateway to all of the back end systems needed to perform travel lookups and bookings

Project Background

- Business need was for a full service portal for Galileo's customers (Travel Agencies) and suppliers to use for account self service functionality such as Contract Renewal, Reporting, Online Equipment Ordering, and Online Learning Integration
- Business outcome was for lower internal cost to process the above information and competitive parity
- Project initially scoped to use commercial software
- Project was stopped so the ROI and technology stack could be reviewed
- ROI deemed not sufficient to support the cost
- Open Source solutions reviewed to see if cost could be reduced
- Cost trimmed down substantially by replacing commercial software with Open Source solutions
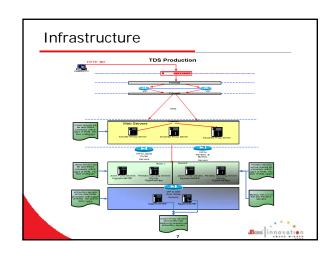
Features

- SSO/IDM – Using Novell's suite we managed a multi tiered security model controlling data level and portlet access
- Contracts Module – Built a contracts module that is fully integrated into the portal that allows for automatic contract renewal
- Reports Module – Custom built reporting integration using Pentaho that utilized their pre-built Jboss integration as well as custom portlets
- GEOS Integration – Created portlet to online equipment ordering site that utilized the SSO model
- 360 Portal Integration – SSO integration and portlet into existing site used for marketing and product information
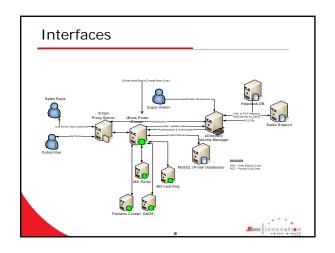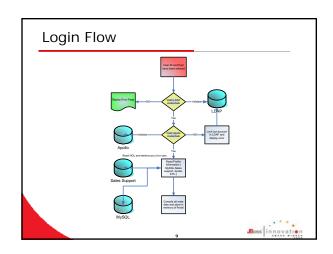- 360 Learning – SSO integration and portlet for integrating into online learning site
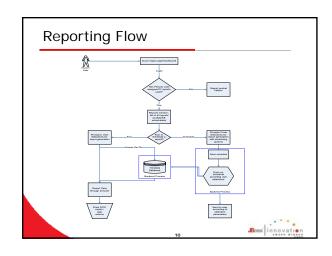
Technologies

- Novell – Open Source friendly and provided us solid SSO/IDM functionality
- Jboss App Server – Decision to use portal made this an obvious choice
- Jboss Portal – Decision made due to Jboss's gaining traction in the marketplace, supporting open standards such as JSR 168, and their long term roadmap
- MySQL – Database needs were light so this was an easy decision
- Pentaho – Needed a reporting tool that could grow with our needs and their roadmap looked very solid
- JSF - Used MyFaces for user interface components
- EJB 3.0 - Security is maintained on our stateless session beans via EJB3's security annotations

Infrastructure

Interfaces

Login Flow

Reporting Flow

Contracts Flow

360 Site Flow

360 Learning Flow

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GEOS Flow

e-Order
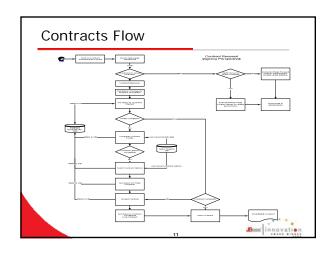New Sign-on Validation Process
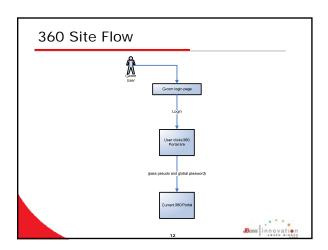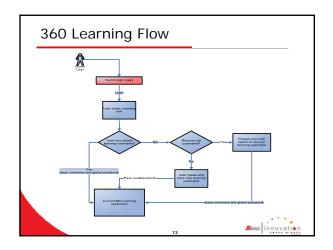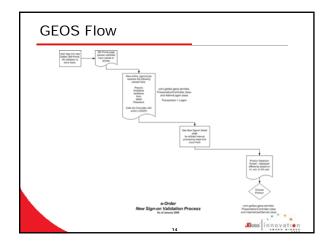As of January 2006

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Project Closure Review

- Project delivered under budget
- Project saved 500k from initial budget that included commercial software
- Project saved 175k per year in maintenance costs versus the original commercial software based solution
- Project came in two weeks late
- Extremely positive feedback from business stakeholders

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Lessons Learned

- It was difficult convincing the business that the solution was viable from an open source vendor
- The technology learning curve was greater than expected
- We underestimated the amount of effort required to do the little things
- It was difficult convincing other technology groups that we had to partner with that this was the right solution
- Had trouble determining the best model for us to work with external consultants

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Words Of Advice

- Be clear as to the risks and rewards early with the business stakeholders
- Choose an appropriate project to start with
- Be prepared to pay a higher rate for contractors than you might think is reasonable
- If you have outside help make sure you lead the project
- Be prepared for curveballs due to the newness of the technology
- Don't overlook the little things

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Q&A

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