

PGL RESERVATION SYSTEM

PGL is the UK's leading provider of school trips and educational tours - offering outdoor adventure courses, subject specific courses, overseas tours and ski trips. PGL also operate summer camps, children's adventure holidays and family activity holidays in the UK and Europe.



THE CHALLENGE

PGL commissioned a supplier to create the Reservation System, an application to manage the booking process for their tour services. A supplier delivered the system but it did not meet the expected quality standards or fully satisfy the needs of the business. PGL needed to find a reliable partner to help recover their system. They chose Objectivity to stabilise, maintain and enhance the Reservation System.

OUR ACTIONS

The Reservation System incorporated several hundred web pages and more than four hundred thousand lines of hand crafted code. There was no system documentation and the code was largely uncommented. Using our proven recovery process, Objectivity created a handover plan to transfer the application to our control. This involved a knowledge transfer exercise, fixing critical issues and stabilising the system. Objectivity also created a dedicated build environment and put a formal incident management system into place. The Reservation System now reduces effort and saves considerable time when processing tours and holidays.

THE RESULTS

Objectivity has maintained and extended the Reservation System since 2004 and it continues to serve PGL as a live, business critical application. In addition to supporting the original application, Objectivity has made a number of enhancements and improvements, for example the Event Automation and Document Dispatch systems.

KEY ACHIEVEMENTS

- Recovered a troubled project
- Stabilised a critical line of a business system
- Reduced maintenance costs and effort
- Streamlined the development and release process

CORE TECHNOLOGIES

- Microsoft C#
- ASP.Net
- HTML & JavaScript
- MSMQ
- SQL Server

Microsoft Partner

Gold Application Development
Gold Business Intelligence
Silver Collaboration and Content

