

Case Study

Tours, Activities & Hotel Service

AltexSoft Helps Fjord Tours Redesign Website UX and
Integrate Ticket Validation for Transportation Operators

C#, Microsoft SQL Server, Microsoft IIS, .NET Framework, ASP.NET, Xamarin

Background

Fjord Tours is a Norwegian tours, activities and hotel provider which has been on the international market since 1982. The company sells roundtrip tours to explore Norway. Fjord Tours sell package tours consisting mainly of transport elements like trains, boats and buses. They target travelers looking for a hassle free solution to experiencing Norway.

The AltexSoft team was engaged by Fjord Tours to make website UX more user-friendly and enable transportation operators who don't have direct integration with the client's booking platform to validate tickets purchased as a part of tours.



Challenges

The overall work scope comprised the following challenges:

1.

Develop a ticket validation app for iOS and Android platforms

2.

Redesign website UX

3.

Create a blog section with the client's CMS integration

Value Delivered

1. Building ticket validation app for transport operators

Fjord Tours worked on a new platform for package trips booking. The trips require ticket reservation from different transport providers. As a rule, Fjord Tours has a direct connection with transport operators' reservation systems, but some of them don't support it. In such cases, Fjord Tours uses its internal Transport Allotment service that keeps all prices, bookings, and allotments in one place and generates QR codes for tickets. The AltexSoft team designed and developed a simple cross-platform mobile app to scan and validate these QR codes on iOS and Android electronic devices. The app was developed using the Xamarin platform.

2. Improved UX and information architecture

Working with Fjord Tours, our team updated website UX. This project segment embraced the development of new navigation elements, including bars, and overall website UI/UX design improvement.

3. Developing and integrating blog section

AltexSoft developed a complete blog section, based on the Umbraco content management system that Fjord Tours uses. The blog section consists of four types of pages: home page, article page, important facts page, and media content page. Our team implemented the blog section using .NET Framework, the core technology of the Umbraco stack.

Approach and Technical Info

The duration of the project was about 581 man-hours. It was completed by a team of six professionals: a designer, an engineer, a frontend developer, a backend developer, a QA tester, and a project manager.

The technology stack for this task included : **C#, Microsoft SQL Server, Microsoft IIS, .NET Framework, ASP.NET, Xamarin.**

Tours and Attractions Service

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