



Military travel specialist saves months of development time with Travelport next-generation API

Efficiency gains

 **62% reduction**
in development time (from 8+ months to 3 months)

Innovative features, such as hotel prioritization in searches, delivered in days, not weeks

 Business and technology support from the Travelport Hospitality Team

 Rapid development and troubleshooting with JavaScript

Company profile - Sandboxx

 Employees: 22

 Footprint: United States

The challenge

SANDBOXX, founded in 2013, is a military media and technology company that manages mobile/web apps, transactional products and content assets for military service members and their families.

Sam Meek, CEO and Co-Founder of SANDBOXX, says, "Our mission is to remove friction for our warfighters and their families' lives by connecting them to relevant content, technology and their social community in a secure way, with a modern, digital user experience."

One of the chief products SANDBOXX provides is bespoke travel services for the US military and their families. Currently, they are focused on helping family and friends attend their loved ones' graduation, including securing flights and hotels.

"We saw a big opportunity to make the travel experience better for our military families, but we needed to make sure the best travel content was available for them on our web and mobile platform, and that it's presented in a useful, relevant way," says Sam.

Initially, SANDBOXX considered bringing travel content and functionality into its web platform with Travelport Universal API. Andrew Appleton, Head of the Travel Team at SANDBOXX, commented, "We looked at Universal API, but it seemed better suited for larger online travel agencies returning thousands of search results for customers. We needed something we could customize with unique functionality for our military customers, with the ability to prioritize locations and hotels close to the military installations they visit."

"It could easily have taken us eight months to a year to get where we are today, but we've done it in just three months with Travelport Trip Services."

Andrew Appleton, Head of Travel Services, SANDBOXX

The solution

SANDBOXX decided to meet the needs of its military customers using Travelport Trip Services, Travelport's next-generation API. In partnership with the Travelport Hospitality team, the company built a fully operational hotel booking platform for military personnel and their families in just three months.

Because next-generation API is RESTful and has support for both JSON and XML, SANDBOXX's development team was able to work extremely quickly and productively. Swamy, SANDBOXX's Co-Founder and CTO, says, "I'm amazed how easy it is to develop new site functionality and debug code with Travelport Trip Services compared to SOAP XML-based APIs. We can build features in a day that would otherwise take weeks, and there are never days wasted looking for tiny errors in XML code."

SANDBOXX's partnership with the Travelport Hospitality team also sped up time to market for the military online travel agency. "Support from the Travelport team has helped us deliver customized military travel services in a very short timeframe," says Andrew.

Results

With Travelport Trip Services, and constant support from the Travelport Hospitality team, SANDBOXX has saved many months of development time. "Based on my experience of previous projects, it could easily have taken us eight months to a year to get where we are today, but we've done it in just three months with Travelport Trip

"We asked Travelport to help us prioritize certain hotels in search results based on their proximity to military bases, value for money and other factors. They were able to build that functionality for us in just a few weeks, helping us deliver a unique travel experience for military families."

Sam Meek, CEO and Co-Founder of SANDBOXX

Services," states Andrew. "As well as giving us a huge cost savings and faster time to market, we're delivering a great hotel booking experience for military personnel and their families, which is what our business is all about."

In close collaboration with the Travelport Hospitality team, SANDBOXX has created a unique travel booking experience for military families attending their loved ones' graduation ceremonies and other events. "We asked Travelport to help us prioritize certain hotels in search results based on their proximity to military bases, value for money and other factors," says Sam. "They were able to build that functionality for us in just a few weeks, helping us deliver a unique travel experience for military families."

As well as enabling specific functionality for SANDBOXX and its customers, the Travelport Hospitality team provides valuable strategic guidance for SANDBOXX whenever it's needed. "This is the first time we've developed a full-featured travel platform and we're always looking for ways to drive new revenues and deliver better experiences for our customers," commented Swamy. "The Travelport team is helping us to succeed by explaining what is possible with next-generation API, whose features could benefit our customers, and how we can improve our services in the future. It honestly feels like the Travelport team is sitting in our office with us."

The combination of next-generation Travelport technology, with technical and business support, has been a winning recipe for SANDBOXX. "We've realized our vision of creating a custom online travel agency for military personnel and their families, and we've done it much more quickly, efficiently and cost effectively than we could ever have imagined," says Sam. "Now, we're looking forward to continuing our partnership with Travelport to deliver even better content and functionality, and to support military users in every stage of their careers and journeys."

To learn more about how Travelport can help you boost your travel performance, contact your Travelport Hospitality Business Development Manager or email hospitality@travelport.com.

