Project Dissection For Make my Trip

Company Overview:

Make my Trip is a leading travel brand in India with 2 sister companies, Goibibo and Redbus owned by Make my Trip Limited. It was established by Deep Kalra, Sachin Bhatia, Rajesh Magow, and Keyur Joshi in the year 2000 in **Gurugram, Haryana. Make my Trip** is an online travel agency that provides various services like holiday packages, Flight tickets, and Hotels and accommodation both domestic and international. It facilitates services for both customers and travel agents.

Product dissection and Real-world problems solved by Make my Trip:

MakeMyTrip is one of India's top travel apps that makes planning trips easy. Instead of using different platforms for flights, trains, hotels, and cabs, users can do everything in one place. This saves time and reduces the hassle of managing bookings separately.

It helps users make better choices by showing real-time prices, reviews, and filters for things like budget, location, and hotel amenities. Users don't have to worry about hidden prices or limited options—everything is clear and customizable. The app also gives travel ideas and guides to help people pick the right destination.

In short, MakeMyTrip makes travel planning simple, fast, and stress-free. Whether it's a last-minute trip or a planned vacation, users can book everything easily and enjoy a smooth travel experience.

Case Study: Real-World Problems and Make my Trip solutions:

Problem 1: Heavy dependency on Offline mode.

Real World Challenge: Before the recent digital transformation around the globe, people were heavily dependent on offline services through travel agents or by physically visiting the counters for their trips which includes booking tickets, planning homestays or hotels, and conveyance to the destination. The process was time-consuming and less transparent.

MMT's solution: Make my Trip came up with an all-in-one solution for its users with its digital platform both as application software and website. MMT provides all the required services necessary to plan a trip. It allows users to easily book flights, hotels, buses, trains, and holiday packages in one place. MMT also offers travel insurance, visa assistance, and customer support, making it a complete travel planning tool without the need to visit agents or stand in queues. Averting the hassle people or tourists faced before the advent of Make my Trip, planning a vacation or trip has become transparent, time efficient, and accessible with just a few clicks away.

Problem 2: No availability of price comparison.

Real world challenge: Lack of a valid platform earlier resulted in complication of comparing prices between flights/train/bus tickets, hotels and holiday packages. People had to rely on agents and multiple websites leading to waste of time.

MMT's solution: Make my Trip solved the issue by introducing the real - time price comparison with respect to flight tickets, train tickets, hotels, and travel packages along with various filters like prices, ratings, and amenities provided. This not only provides transparency but also saves time and money.

Problem 3: Bamboozlement while choosing destination.

Real world problem: Selecting the destination for trips used to be a hassle in itself. Many people get confused while deciding where to travel due to a lack of reliable information or too many options. They are unsure about the best places to visit based on their budget, time, or preferences.

MMT's solution: MakeMyTrip helps people choose where to go by giving travel guides, blogs, reviews from other travelers, and ready-made travel packages. It shows popular places, best spots for the season, and ratings to

make it easier to decide. You can also use filters like type of trip (romantic, family, solo), number of days, and budget. This makes planning a trip simple and helps you feel sure about your choice.

Problem 4: Difficulty in last-minute bookings.

Real world problem: Traditional methods were quite hectic, hence last-minute bookings were difficult. People had to visit different places or call agents, which took time and didn't guarantee confirmation.

MMT's solution: MakeMyTrip resolved this issue through their easy-to-use application and website, where people can book tickets from the comfort of their homes. If flights are not available, users can quickly switch to booking trains, buses, or cabs—all just a click away. The platform also shows real-time availability and pricing, making the process faster and more reliable, especially during urgent travel needs.

Conclusion:
Initially, MakeMyTrip focused on serving the USA-India travel segment, mainly helping NRIs book tickets to India. Its early services included flight bookings, currency exchange, and assistance with travel documentation. Over time, the company recognized the growing demand within India and gradually shifted its focus to domestic travel as well. With technological advancements and changing travel habits, MakeMyTrip expanded its offerings to include hotel bookings, holiday packages, train and bus tickets, and even cab services—all accessible through its user-friendly app and website.

Top Features of Make my Trip:

1. **User Dashboard:** Make my Trip allows users to go through their profile where personalized information about the user is available, trips made or booked, wallet option to check available balance and instant payment option.

2. **List property:** In partnership with Goibibo, my Biz, and my Partner, Make up Trip has come up with a website and application to list the

properties accessible at tourist places and give the opportunity to let the local businesses bloom.

3. **Currency Exchange rate:** MakeMyTrip provides the option to view and compare flight and travel package prices in multiple popular currencies. This feature helps international travelers easily understand costs and make informed decisions, offering a great advantage while booking from abroad.

4. **Language option:** The platform offers various languages like Hindi, English and Tamil, making it easier for the users to navigate from different regions of India and abroad.

5. **Offers and Coupons:** Make my Trip enhances the usability with provision of various offers available on flights, homestays, and cabs. Numerous banks also offer EMI options to finance the trip and tickets.

6. **Price alerts:** Make my Trip notify the user with essential updates and alerts like price drops for tickets and hotels the users are interested in. This feature helps the users to book the trip at best possible prices.

Schema Description of Make my Trip:

Schema in Make my Trip consists of various attributes like User (My profile), Flights, Hotels, Trains, Cabs, buses, Currency, Language preferences, Forex card and currency, Visa and Travel Insurance.

User Entity:

User entity consists of personal details of the user.

- **User_Id (Primary key):** A unique number or id allotted to users for verification and to manage the user related information.
- **Name:** Name of the user.
- **Birthday:** Date of birth of the user.
- **Gender:** Gender of the user (Male/Female/Other)
- **Marital Status:** Marital status of the user (Single/Married/etc.).
- **Address:** Residential address.
- **Pincode:** Area postal code.

- **State:** State in which the user resides.
- **Login details:** Includes email ID/username and password for authentication.
- **Co-traveller:** Names or details of frequent co-travellers added by the user for easier future bookings.

Flights Entity:

Flights entity stores the flight related details.

- **Flight_id (Primary key):** A unique identifier assigned to each flight.
- **User_Id (Foreign key):** User who has booked the flight tickets.
- **Airline_name:** Name of the airline operating the flight (e.g., IndiGo, Air India).
- **Departure_time:** Scheduled departure time of the flight.
- **Arrival_time:** Scheduled arrival time of the flight.
- **Flight_origin:** City or airport from where the flight takes off.
- **Flight_destination:** City of airport where the flights land.
- **Price:** Cost of the flight ticket.
- **Currency:** Currency in which the price is listed like INR and USD etc.

Hotel Entity:

It contains the listing of hotels and other information regarding hotels.

- **Hotel_id (Primary Key):** Unique identifier for each hotel.
- **User_Id (Foreign key):** Unique id of the customer who has booked the hotel.
- **Name:** Name of the hotel.
- **Location:** City or area where the hotel is located.
- **Rating:** Average user rating.
- **Amenities:** Facilities provided by the hotel (Wi-Fi, pool, parking).
- **Price_per_night:** Cost of staying per night.
- **Currency:** Currency in which the price is displayed.
- **Available_rooms and guests:** Number of rooms available and guest capacity.
- **Check-in time:** Check-out time: Standard time for guest
- **Check-out time:** Standard time when guests can check in.

Train Bookings:

Train Bookings contain the details of trains' running time, departure, arrival, etc.

- **Train_id (Primary Key):** Unique identifier for each train.
- **User_Id (Primary key):** ID of user booking the train tickets.
- **Train_name:** Name or number of the train.
- **Origin:** Starting station of the journey.
- **Destination:** Final station of the journey.
- **Departure_time:** Time when the train departs from the origin.
- **Arrival_time:** Time when the train arrives at the destination.
- **Seat_class:** Type of seating (e.g., Sleeper, AC, First Class).
- **Price:** Fare for the selected seat class.
- **Seats_available:** Number of seats currently available for booking.
- **Journey class filters:** Allows users to filter trains based on preferred travel class like 1st AC, sleeper, AC chair car,etc.
- **Train Type:** Specifies the category of train (e.g., Express, Superfast, Rajdhani, Shatabdi, Local).

Cabs Entity:

Information about the cab booked or to be booked.

- **Cab_id (Primary Key):** Unique identifier for each cab service.
- **User_Id (Foreign key):** Id of the user booking the cab service.
- **Cab_type:** Type of cab (e.g., Sedan, SUV, Hatchback, Luxury).
- **Pickup_location:** Location from where the user is picked up.
- **Drop_location:** Destination location.
- **Pickup_time:** Scheduled time for pickup.
- **Fare:** Cost of the ride
- **Currency:** Currency in which the fare is displayed.
- **Cab_provider:** Name of the cab service provider (e.g., MakeMyTrip, partnered vendors).
- **Availability_status:** Indicates whether the cab is available for booking.
- **Fuel_type:** Type of fuel used by the cab (Petrol, Diesel, Electric, CNG)
- **Seats available:** Number of passenger seats available in the cab
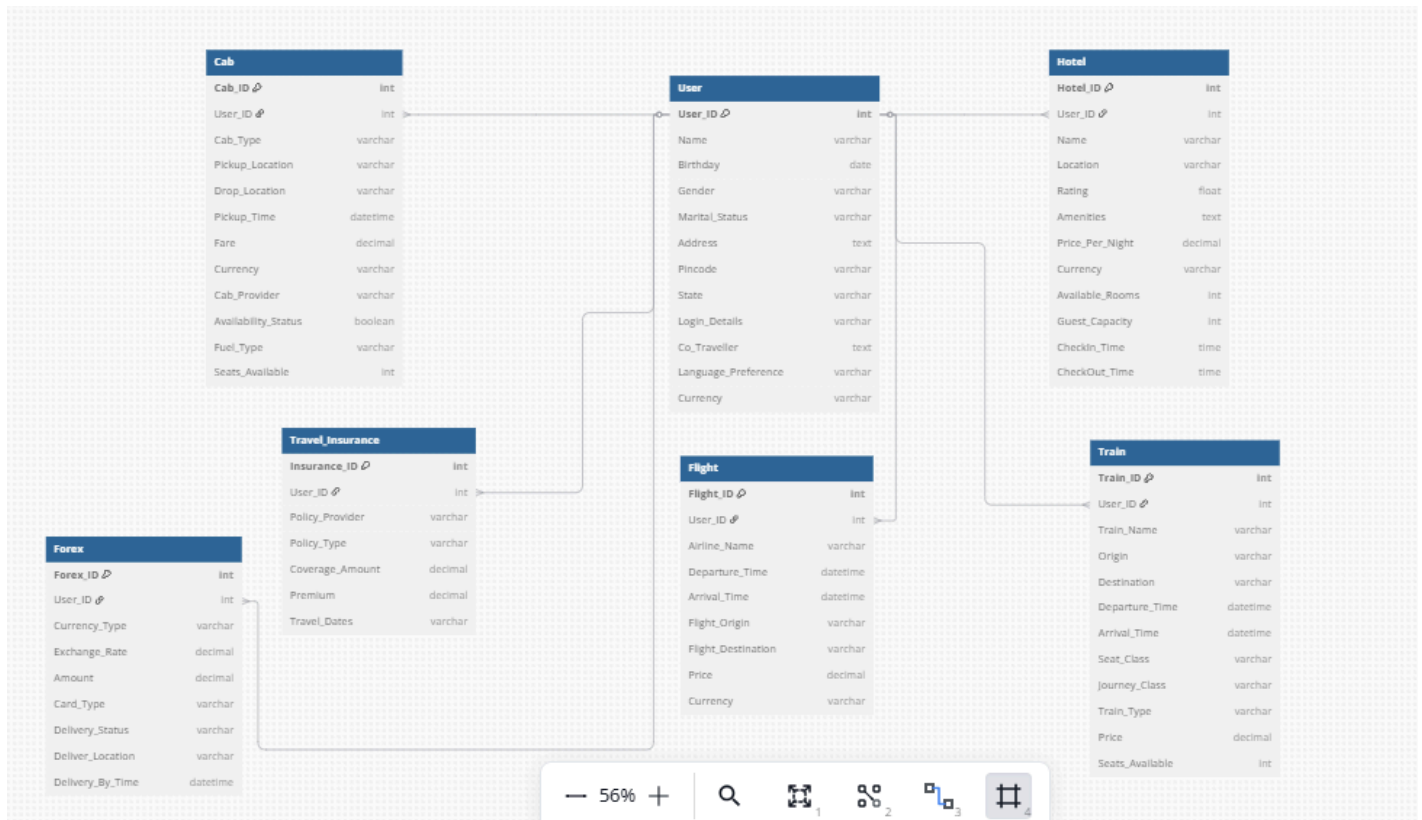
Forex Entity (Foreign Exchange):

Attributes like exchange rates, amount, currency, timings are recorded in this entity.

- **Forex_id (Primary Key):** Unique ID for each forex transaction or card.
- **User_id (Foreign Key):** User requesting forex service.
- **Currency_type:** Currency the user wants to buy or sell.
- **Exchange_rate:** Current exchange rate offered.
- **Amount:** Amount of currency requested or exchanged.
- **Card_type:** Type of forex card (e.g., single currency, multi-currency).
- **Delivery_status:** Indicates whether a forex card has been delivered or is in process.
- **Deliver location:** The final drop-off point or destination of the ride or delivery
- **Delivery by Time:** Expected time of delivery completion.

Travel Insurance Entity:

- **Insurance_id (Primary Key):** Unique identifier for each travel insurance policy.
- **User_id (Foreign Key):** Linked user purchasing insurance.
- **Policy_provider:** Name of the insurance company like Acko.
- **Policy_type:** Type of policy (e.g., domestic, international, student travel).
- **Coverage_amount:** Total coverage amount provided.
- **Premium:** Amount paid for the insurance.
- **Travel_dates:** Duration for which the insurance is valid.

ERD of Make my Trip Entities:

Conclusion:

In this case study, we looked at the Entity-Relationship Diagram (ERD) and database structure of MakeMyTrip, a popular online travel platform. The ERD shows how MakeMyTrip handles different travel services—like flights, trains, hotels, cabs, insurance, and foreign exchange—by connecting important data such as users, bookings, and travel details. This helps the platform work smoothly and lets users plan and manage their entire trip in one place. By studying the database design, we understood how MakeMyTrip makes travel easier, more organized, and user-friendly for everyone.