



How LeShuttle Increased Revenue

Bridging the modernization gap with [Rocket® MultiValue Integration Server \(MVIS\)](#)

THE BILLION-EURO TUNNEL

The 50km Channel Tunnel (formerly known as Eurotunnel) is the world's third longest rail tunnel, connecting the UK with France, Belgium, and the Netherlands. Opened in 1994 and owned by Getlink, LeShuttle offers freight and passenger shuttle services and supports Eurostar trains.

“Since that [audit] report was published back in 2018, we have conducted a study of software packages on the market, but in parallel, I saw it important to demonstrate that modernization was also a viable option.”

Geoff Bishop, IT Engagement Manager, **LeShuttle**

CHALLENGE

A business-critical modernization dilemma

In 2018, a PricewaterhouseCoopers (PwC) IT audit rated Getlink's Channel Tunnel business systems using traffic lights: green for good, amber for issues, red for outdated or costly. PwC found the MultiValue (MV) reservation system needed modernization or replacement.

LeShuttle aimed to upgrade it to boost revenue by charging based on vehicle size—like charging more for SUVs than for small cars—and to identify accessories such as roof boxes or bikes. This shift was projected to bring a multi-million euro increase for their passenger business.

LeShuttle faced a difficult decision:

- 1) They could replace the proven, business-critical system — which would cost several million euros, take years to complete, and introduce many risks, or ...
- 2) They could adapt and modernize their proven MultiValue-based reservation system, a project that would deliver maximum ROI with a smaller price tag and shorter time to market while minimizing risk.

CHALLENGE

PwC found Getlink's Channel Tunnel's MultiValue reservation system needed modernization or replacement.



SOLUTION

Bridging the gap with Rocket MultiValue

LeShuttle IT Engagement Manager Geoff Bishop, already familiar with Rocket® MultiValue™, explored the Rocket® MultiValue Integration Server™ (MVIS) and Python®. MVIS makes MV systems relevant by exposing their data as RESTful services, enabling integration with modern applications. This lets new tech coexist with existing MV applications.

LeShuttle evaluated the benefits of modernizing its Rocket MV application versus a costly, risky re-platform. The team demonstrated how Rocket® UniVerse™, combined with Python and APIs, could align with business goals and attract young developers. Despite challenges from COVID-19, LeShuttle chose modernization, strengthened by its partnership with Rocket.

The “Next Generation” pricing project began with redesigning the kiosk interface between MV reservation and check-in lanes. Bishop aimed to decouple kiosks to reduce overhead, drawing on experience with a new Zendesk® system and U2 REST server. The new integration allows attendants to verify bookings at check-in and uses license plate recognition if needed, streamlining the customer experience.

SOLUTION

MVIS makes MV systems relevant by exposing their data as RESTful APIs, enabling integration with modern applications.

RESULTS

Next generation scalability

Using MVIS, Bishop delivered a modern, streamlined kiosk application, replacing legacy technologies with lightweight RESTful APIs and significantly reducing overhead.

Before launching “Next Generation” pricing, LeShuttle conducted rigorous load testing with a specialist partner. The new system consistently achieved average response times of 0.2 to 0.3 seconds for POST requests and under 0.2 seconds for file reads, supporting up to 100 concurrent users at 15 requests per second without performance issue — even when passing through a third-party microservices layer.

The robust results exceeded expectations and, though actual demands are lower, demonstrated system resiliency and scalability. This performance gave LeShuttle the confidence to migrate their booking platform’s Rocket® U2 Web DE RBOs to MVIS REST APIs, confirming this approach as the best path forward.



Improved revenue capacity

The Rocket suite of tools fulfilled LeShuttle’s modernization needs and elevated its ROI potential.



Reduced risk

By adopting Python and MVIS, LeShuttle reduced workforce risks and streamlined systems.



Future-ready platform

The evolving MV platform is powering the shift toward more connected, impactful microservices.

PRODUCT HIGHLIGHTS

Rocket® MultiValue Integration Server (MVIS)

Key features

- Move towards connected microservices rather than a monolithic application architecture.
- Quickly create APIs to connect your MV application with API- and Cloud-first apps then automate and streamline critical functions.

At a glance

- Enhance security and compliance.
- Monitor performance.
- Leverage the OpenAPI standard.
- Tailor deployment to your infrastructure needs.



Modernization. **Without Disruption.**™

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