

# Copilot Travel cuts API overhead and boosts productivity over 50% with AAM

KONG → AKAMAI AI AND API MANAGER • >50% FASTER IMPLEMENTATION

Copilot Travel couldn't get Kong to work. They ditched it and embraced the Akamai AI and API Manager (AAM) API gateway for incredible ease of use and unparalleled performance.

## Challenges

- **DevOps hurdles**  
Kong's self-hosted solution created operational challenges.
- **High maintenance**  
Full-time engineer required for upkeep.
- **Scalability issues**  
Struggled to handle growing demands.
- **Latency challenges**  
Needed ultra-low latency for global operations.
- **Limited protocol support**  
Required compatibility with REST, SOAP, and GraphQL.

## The AAM solution

- **User-friendly SaaS**  
Cloud-based, easy to operate.
- **Advanced routing**  
Advanced routing for low latency.
- **Multi-format support**  
Multi-format API support for all required protocols.
- **Cloud-agnostic**  
Cloud-agnostic deployment.

## Key results

**>50%**

faster implementation of APIs

**Days**

to develop APIs, rather than months with Kong

**Streamlined**

resources away from DevOps to core engineering

**Increased**

partner relationships via partner-facing APIs built with AAM

## About Copilot Travel

Copilot Travel is an integration platform, helping agencies connect to global airlines, hotel chains, and other travel service providers in real time.

## The journey to AAM

Copilot Travel needed an API gateway to unify global travel data but found Kong's complexity too demanding. Managing their self-hosted instance required a full-time DevOps engineer and created operational burdens that prevented production use.

Nine months into their contract, they switched to AAM. Its simplicity, edge-native performance, and cloud-agnostic design reduced DevOps complexity and increased development agility. Time-to-market improved as Copilot Travel leveraged AAM's intuitive interface to implement features like API key management, fine-grained rate limiting, and policy controls with minimal effort.

With AAM's intuitive, cloud-native interface, Copilot Travel simplified real-time integrations across hundreds of travel providers, speeding up their mission to unify global data efficiently.



Setting up an API in Kong was a lot of work. In AAM, it is very fast—you can do it in 10 seconds.

**Gary Sommerhalder**, CEO, Copilot Travel



**AI and API Manager**

Built into Akamai Connected Cloud

Customer Case Study