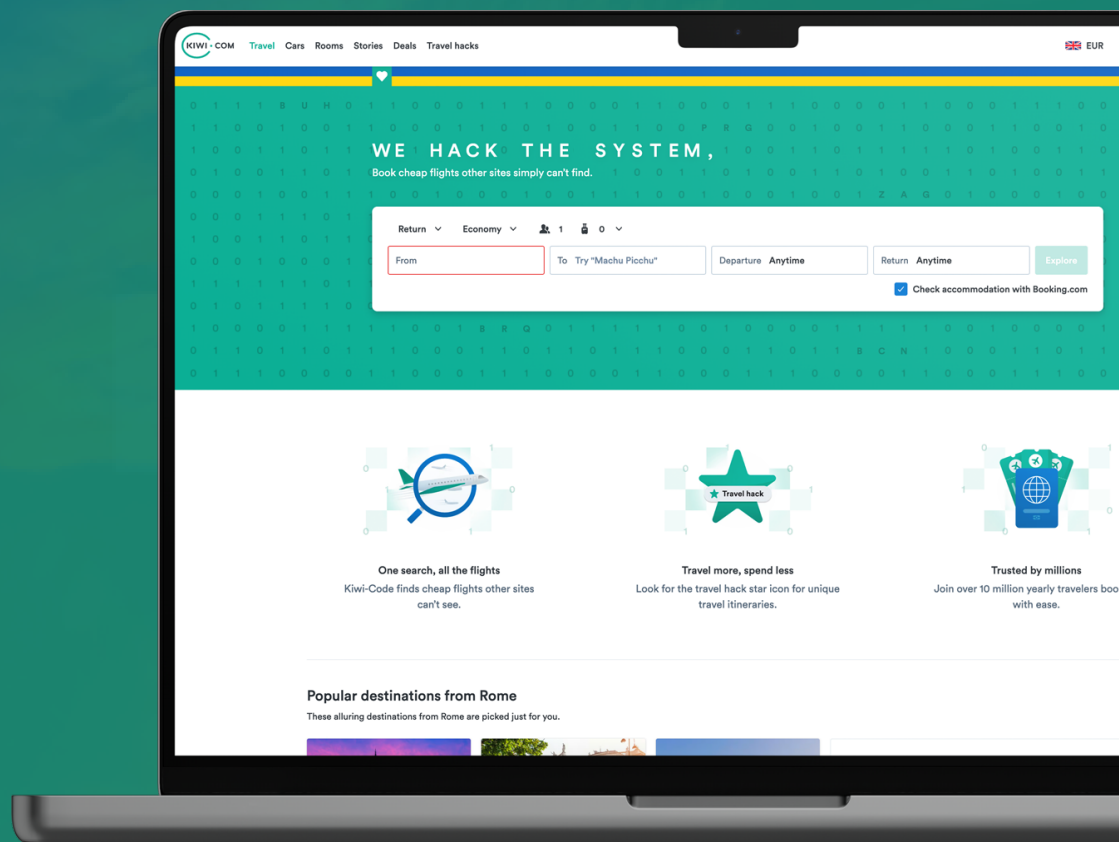# MULTILOGIN

CASE-STUDY:

How Multilogin Turned Kiwi.com's "bitter" struggle into a "fruitful experience"

Kiwi.com, a leading global travel technology company, boasts its headquarters in the Czech Republic and a diverse workforce of over 1,500 employees across various time zones. Lead Product Manager Kristýna recently shared her team's use of Multilogin software to simplify booking tickets for their customers.

"Providing the best price without triggering anti-bot solutions."

We know that airline companies are not fans of travel agencies booking their tickets massively. Kiwi.com had the same problem: they were prevented from getting the tickets at the best price using standard browsers. Often, even manual bookings would trigger anti-bot solutions. But, overall, the booking process was plagued with inefficiencies.

The challenges they face mainly are:

- Getting access to different airline companies worldwide
- Managing ticketing booking at the best price
- Avoiding false alarmed anti-bots systems
- Assigning browser profiles to over a hundred team members.

1,500+	**600+**	**1,000+**	**11 years**
crew members	covered airlines	Multilogin profiles	on the market

Goals

> Can alternative browsers prioritize customer's best interest?"

Kiwi.com aims to make travel accessible for everyone. Therefore, they constantly **challenge the rigid system** of airlines and carriers. The company **prioritizes its customers' best interests** by leveraging hundreds of airline systems and conducting billions of daily price checks.

However, Kiwi.com faced problems using standard browsers for ticket booking, as airline websites often rejected them. As a result, the company had to resort to changing proxies or using alternative browsers, such as switching from Chrome to Firefox, which proved unsustainable and hindered their ability to scale. To overcome these difficulties, Kiwi.com recognized the need for a stable solution to support its growing business.

Solution

> We needed to find out the fingerprinting "stuff." We were stuck here. Now, we know how to "hack" airlines.

Kiwi.com's journey with Multilogin started in early 2019. "Travel hackers" from the company engaged in discussions with Multilogin and learned about the technology of browser fingerprinting and the potential of its automation features.

Today, **over 100 Kiwi.com team members use Multilogin daily** for ticket booking, most utilizing it for manual tasks while continually testing and enhancing automated processes.

In the event of automation failure, manual work is triggered, ensuring seamless operations. As for the IP solution, they are using proxy integration inside Multilogin, which requires no additional set-up, making it a time-saving solution.

Benefits

> It's necessary that our people are using Multilogin because...

Multilogin assisted Kiwi.com by providing **advanced browser fingerprinting technology** and integrating seamlessly with top quality proxies. This allowed one team member to easily **manage up to 100 bookings** on the top 10 airlines in the EU. The cloud storage feature in Multilogin also allowed the Kiwi.com team to **share browser profiles with just one click** and quickly test the number of bookings they could make.

Although the team is only partially relying on Multilogin's automation features, they are continuously researching and exploring the possibility of creating automation solutions in the future.