

A large graphic featuring the text 'Dynamic Travel Components' in a bold, orange, sans-serif font. To the left of the text is a light blue circular arrow icon, suggesting a cycle or dynamic process.

Components Overview



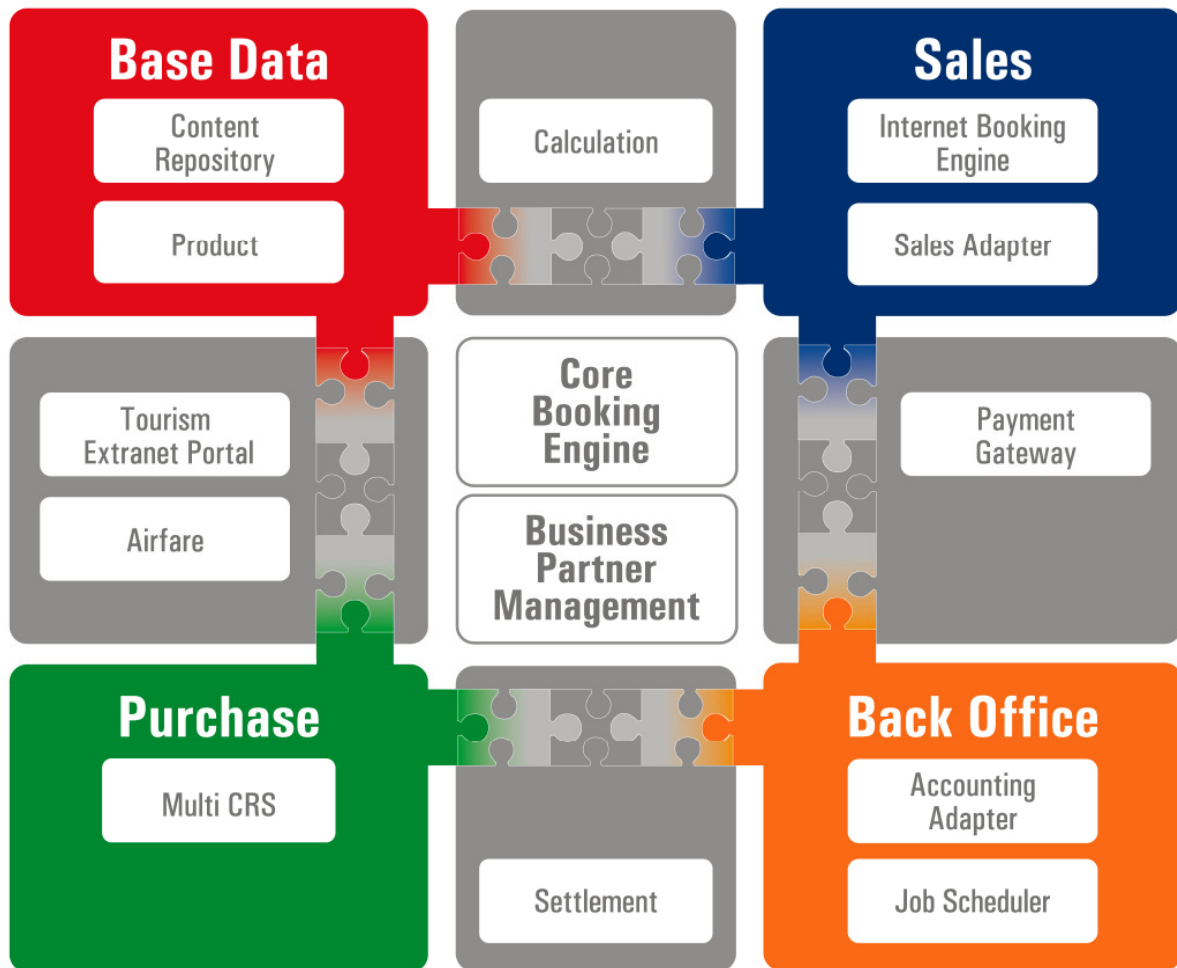
Table of Contents

1	Introduction.....	3
2	Components.....	4
2.1	Core Booking Engine.....	4
2.2	Business Partner	4
2.3	Base Data	4
2.3.1	Product	4
2.3.2	Content Repository	4
2.4	Calculation	4
2.5	Sales.....	4
2.5.1	Sales Adapter.....	4
2.5.2	IBE	5
2.6	Payment Gateway	5
2.7	Back Office.....	5
2.7.1	Accounting.....	5
2.7.2	Scheduler	5
2.8	Supplier Settlement.....	5
2.9	Purchase	6
2.9.1	Multi-CRS	6
2.9.2	Amadeus	6
2.9.3	Sabre	6
2.9.4	Worldspan	6
2.9.5	ITA/Google-ORS	6
2.9.6	Micros Fidelio Opera.....	6
2.9.7	GTA	7
2.9.8	Generation P	7
2.10	Airfare	7
2.11	Tourism Extranet.....	7
3	Technical Data	8
4	About us	9
5	Contact	12

1 Introduction

This document is an overview of the tourism methods and functions which are already supported by the ISO “Dynamic Tourism Components”.

These can also be seen in the following picture:



Each of these components can be used as an individual component and can smoothly be integrated into your existing system landscape. You can also use several components in combination or even the complete set of all components as an entire solution suite for all your operational needs as a tourism company!

The following chapters only list bullet points with the core functions of each component.

Please contact our sales team for any more detailed technical information on these components and the contained methods and functions.



2 Components

2.1 *Core Booking Engine*

Includes all booking functions, such as availability queries, bookings, re-bookings, cancellation, document handling and fees

Provides interfaces to all external services and components

2.2 *Business Partner*

Supports the handling of all your business partners (agencies, direct customers, suppliers) with all their details and the related activity management

2.3 *Base Data*

2.3.1 **Product**

All tourism product base data details can be handled by this component.
Any kind of products, such as flights, hotels, cars, transfers, excursions, packages
With all details, such as descriptions, allotments and prices

2.3.2 **Content Repository**

This component includes the ability to "emotional data", such as pictures and descriptions, the so called content. This data can then be used by your sales system, for example, to present pictures of the requested hotel to your customer on your booking engine or to print a detailed service description on the voucher.

2.4 *Calculation*

With this component you are able to set dynamic mark up rules and calculate your sales prices. It can be used online at the time of booking or as a batch job for pre-seasonal standard calculation.

2.5 *Sales*

2.5.1 **Sales Adapter**

Connection to all your sales systems
Full online integration with external B2B, B2C systems (internet, portals, travel agency systems, in-house/external)

2.5.2 IBE

Complete Internet Booking Engine from ISO or individual functional modules that can be integrated into existing web pages
Easy to be adapted to your individual branding, workflow and functionality

2.6 *Payment Gateway*

Handling of payments in your bookings with connection to external payment system provider (such as credit card systems) for automated authorization and clearing

2.7 *Back Office*

2.7.1 *Accounting*

Prepares the internal data for your external accounting system and connects your system to any external accounting system
Many flexible interfaces
Exchanges data automatically with your external accounting system (import/export)

2.7.2 *Scheduler*

Component for all tasks that can be automated by a timer
Such as document print, notifications, calculations, imports/exports
Easy management of start date/time and cycle
Detailed overview of each job

2.8 *Supplier Settlement*

Handles all details and rules for the reconciliation of your supplier invoices
Manual entry or import of supplier invoice and BSP data
Automated check for correctness
Clearing and transfer to external accounting system

2.9 Purchase

2.9.1 Multi- CRS

Powerful layer to manage the connections to several external supplier systems. All systems can be queried in parallel and the results will be displayed in one combined answer.

Takes care of all connections and synchronization between the external systems and your internal data, also for rebookings, cancellations

2.9.2 Amadeus

This component handles the online connection to the Amadeus flight reservation system. It can query flights, create PNRs, quote them, rebook them, cancel them and initiate the ticketing.

2.9.3 Sabre

This component sends and receives all information to/from the Sabre flight system.

2.9.4 Worldspan

Like Sabre and Amadeus, it provides the function to connect your system to the external Worldspan flight system.

2.9.5 ITA/Google-QPX

This component connects your system to the airfare system of ITA/Google. It calculates the flight fares online and extremely fast for the most complex routings.

2.9.6 Micros Fidelio Opera

Responsible for the connection to the Micros Fidelio Opera hotel system: availabilities are checked, hotels are booked, changed and cancelled, rates can be transferred and hotel information can be retrieved.

2.9.7 GTA

Another hotel connection supports the online connection to GTA for hotel bookings.

2.9.8 Generation P

Connection to the umbrella system of Generation P for hotels, transfers and excursions
Generation P forwards the request to many connected external supplier systems (such as Miki, Travco, hotel beds) and sends the answer in one collective response message to this component.

2.10 Airfare

Airfare is a system which manages your individually contracted flight fares.
The fares are calculated and transferred into the booking, i.e, when you look for flights in the external GDS, such as in Amadeus or Sabre or Worldspan.

2.11 Tourism Extranet

This component gives you the possibility to offer your suppliers an online connection to your system.
The complete communication between you and your external partners (supplier, destination management companies) can be supported:

- Contract details, addresses, information, allotments, prices and others can be managed by the suppliers
- Notification and Request Management
- Reporting
- Finance Information

3 Technical Data

Programming Language

The whole system was developed in J2EE and the main focus was on high performance and usability. As a basis, the special ISO developing technique of Dynamic Travel Components is used. Every function was developed separately as an own “service” and you can decide whether to use this service or not. This technical principle of “service oriented architecture (SOA)” provides the most advanced method of software development. ISO is developing numerous other systems for different fields of applications, particularly for tourism. Our customer relationship management system Emerald and our new tour operator system Pacific were designed in this way.

All systems use several identical services in the application layer. Therefore, a strong integration and reusability is ensured.

Data Base

For data storage, a connection to the database management system Oracle was chosen. This ensures the highest possible data and transaction security, offers the opportunity for a client-server-data base architecture and has reliable mechanisms, such as logging, locking, backup. The access to the Oracle data base uses “Hibernate”. Other data base systems can be connected to this as well. Please get in touch with us for any further details.

Required Platforms

The data base server can run on UNIS, Sun Solaris, Linus or Windows. There are no limitations to the number of clients.

The system provides the established web browser (a detailed list can be sent to you).

Administration

One administrator is enough to allocate user rights, set parameter.

(The administration of the hardware and the data base needs to be handled independently from Pacific)

Hosting or „Software as a Service“

You have the opportunity to host the system by yourself or we can manage this. We provide hosting-services and by this a complete approach of „SaaS – software as a service“ with low fees – even for your other software solutions. Please get in touch with us for more details.

4 About us

ISO Travel Solutions GmbH, a member of the ISO group, is a specialist in developing touristic software solutions for sales and support in international markets. Our solutions are used by well-known companies worldwide (e.g. Emirates Group in Dubai, several TUI tour operators, Etihad Holidays in Abu Dhabi or Air Canada Vacations in Montreal). ISO's services especially concentrate on the areas of IT systems, analysis and design as well as management and organizational consultancy and SAP-consultancy.

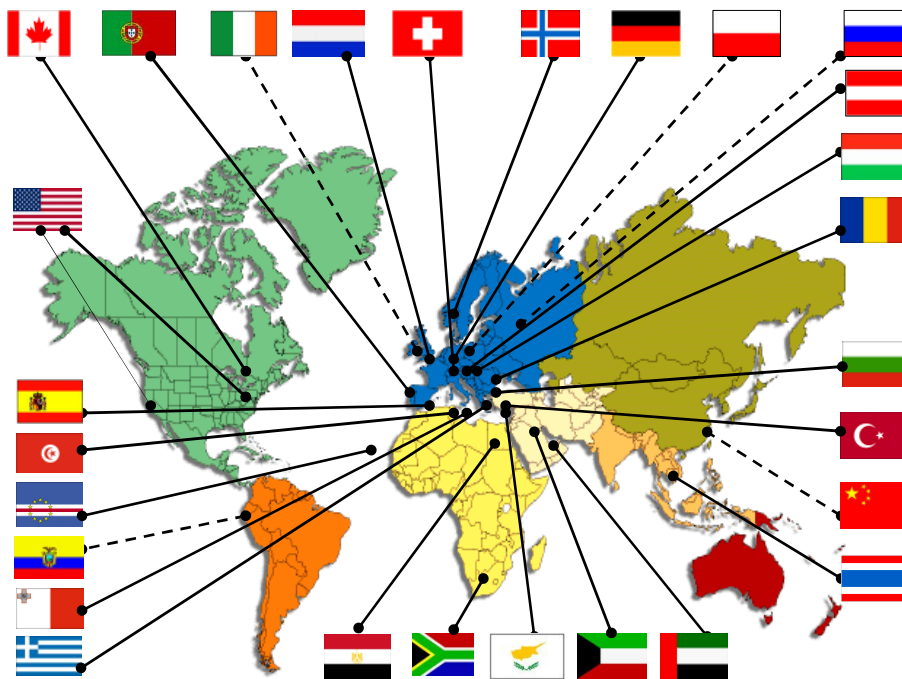


Figure: ISO tourism solutions are managed all over the world

ISO operates as a consultancy service provider and IT provider for tourism industry companies which carry out software projects. Today our experts operate and manage tourism IT projects all over the world and our solutions have been sold in 25 countries and approx. 80 locations with more than 3.000 users. Some of our business partners are:

- Air Canada Vacations
- Airtours
- Amadeus
- AVIS
- Condor
- DER
- Deutsche Zentrale für Tourismus
- Diethelm Travel
- Dynamic Packer (= „Touropa“)
- Emirates Gruppe
- Etihad Holidays
- Globalis Erlebnisreisen
- Hurtigruten
- Hapag-Lloyd
- Sabre
- Sun International Dreams
- Thomas Cook
- TUI
- Wikinger Reisen
- Wolters Reisen

We can send you more info about our references on request. As can be seen, ISO has delivered many (large) projects successfully. All processes are carried out according to the guideline of an ISO 9001 certified quality management system.

ISO is an associate member of the German Travel Agents Association and considers itself as a qualified consultant on all IT matters affecting the various players in the tourism market.

We want to end this company introduction with a statement from one of our most recent customers. The project manager from the South-African tour operator Sun International Dreams sent us the following lines after our project:

"I have never in my 24 year working career ever worked with a company that reflects such professionalism and client orientation. You are a text book case of what good project management is and how important customers are to a business and I have worked for more than 20 companies and dealt with many more and simply put yours is the best."

Charmaine Allen, Project Manager, Sun International Dreams

The solution portfolio of ISO Travel Solutions:

pacific New web based software solution suite for tour operators

ocean Classical Software Solution Suite for Outgoing Tour Operators

Canary Software Solution Suite for Incoming Tour Operators


emerald Customer Relationship Management-System for Tourism

MONACO The pro-active hotel property management solution

mobile solutions Mobile tourism solutions for destinations and tour operator


PILOT The cockpit for manager of tourism companies


willow GDS-Interfaces


mellow B2B-Web access for agencies and tour operators

TRAVEL XML XML-interface for web access

5 Contact

ISO Travel Solutions GmbH
Eichendorffstraße 29
90491 Nuremberg
Germany

Phone: +49 (0)911-9 95 94-333
Fax: +49 (0)911-9 95 94-580
info@isotravel.com
www.isotravel.com

Further departments of ISO:

ISO Software Systeme GmbH
Strahlenberger Str. 110
63067 Offenbach am Main
Germany

Phone: +49 (0)69-80 07 10-0
Fax: +49 (0)69-80 07 10-29

info@isotravel.com
www.isotravel.com

ISO Software Systems Inc.
390 Notre Dame Street West/Suite 332
Montréal, QC, Canada H2Y1T9
Canada

Phone: +1 (0)514-7 87-16 72
Fax: +1 (0)514-7 87-16 75
info@iso-software-systems.ca
www.iso-software-systems.ca

ISO Software Systems Polska Sp. Zo.o
ul. Bialska 59/19
PL 42-200 Czestochowa
Poland

Phone: +48 (0)34-32 21 378
Fax: +48 (0)34-32 56 930

info@iso-software-systems.pl
www.iso-software-systems.pl

ISO Travel Solutions Arabia
Dubai Internet City, Building No. 12
P.O. Box 502 774, Dubai,
United Arab Emirates

Phone: +971 (0)4-3 75 45 31

info@isotravel.com
www.isotravel.com