

Business Charter & Aircraft Management

Whitepaper



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The Company

ISO Software Systeme GmbH delivers optimized software solutions for our customers from the tourism industry. ISO was founded in 1979 and today, more than 28 years after its foundation, approximately 230 employees work for ISO Software Systeme GmbH. The company's turnover has reached more than 21 million Euro in 2007. The ISO headquarter is located in Nuremberg, with branch offices in Munich, Frankfurt and Stuttgart. International offices are in Canada, Austria and Poland.

The services of our consulting division are mainly focused on company and organization consulting, system analysis, system conception and SAP consulting. The special expertise of ISO is the professional development of tour-operator solutions and core components. All projects are delivered in accordance with the ISO 9001 guide lines.

The core competences of ISO are projects and products in the following business areas:

- Tourism, with products for tour operators, destination management agencies, hotels and airlines
- Air traffic control, with international projects for tower systems and information systems
- Airports, with IT-solutions for airport management
- SAP R/3, consulting and development for tour operators, airports, construction and administration
- Document Management- and Archiving-Solutions
- Process automation in the area of industrial development, traffic technology, automation technology and power supply.
- Telecommunication
- Administration and installation of computer systems, i.e. for
 - Siemens AG, Traffic technology
 - Siemens AG, Medical technology
 - Siemens AG, Power supply (KWU)

ISO is also your partner when it comes to innovative solutions concerning intra- and internet. For example e-commerce, web-connections, CRM (Customer Relationship Management) and controlling web-based project activities.

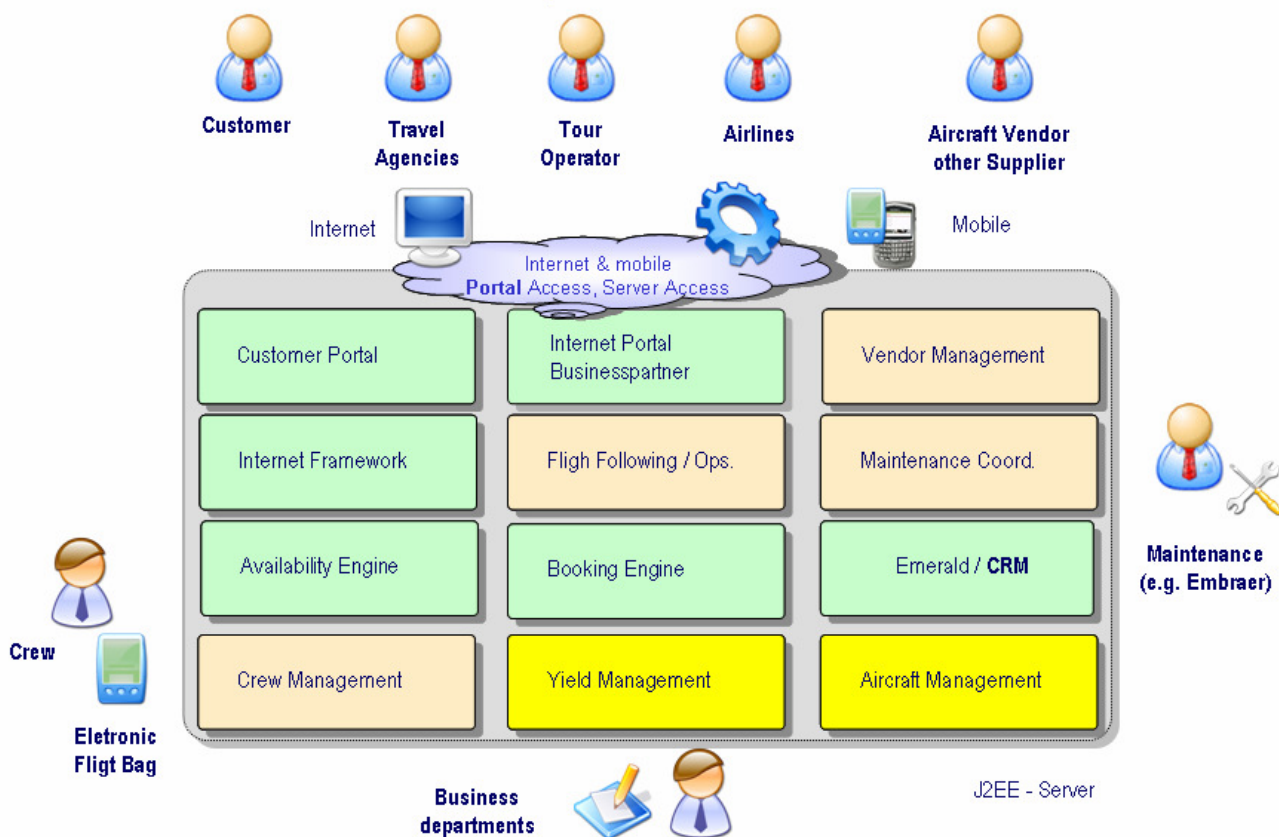
Why Business Charter & Aircraft Management from ISO?

The Business Charter & Aircraft Management of ISO Software Systeme offers a whole-in-one solution for the different business units of your company. It supports you from receiving a quote, proposal generation, managing the aircraft and crew, organizing all services for the customer, preparing of trip documents and invoicing.

Newest portal technology gives you a transparent overview of the process steps so that you never lose the focus of your business objectives.

Business Charter & Aircraft Management is developed on a module based approach whereby also new functionality can be integrated easily or you can use single components inside your application.

Solution Components & Actors



An integrated Customer Relationship Management module enables you the systematic gathering of common as well as specific customer data e.g. personal preferences. The connection with every single quote and interaction offers the opportunity to take care of the wishes of every passenger.

Like customer data all business partner contacts can be stored centrally in the system which is protected with a file security management.

Extensive campaign and date definition functionalities help to increase the customer loyalty and the process of acquisition of new customers.

The Aircraft Management module offers functionalities for managing the aircraft, optimizes the aircraft administration and helps with a detailed scheduler to decrease the maintenance waiting time.

With the Crew Management module you can improve your resource planning and it offers a state overview for a fast reacting of supply shortfall.

The Availability engine ensures fast and reliable information about the availability and price of a requested quote which can easily be converted into an attractive / good looking offer. Thus economies of cost and time can be achieved.

All stored data can be aggregated through the dashboard. This gives you a powerful overview of the historical data of the company and helps you to make decisions and a more precise forecast.

As Business Charter & Aircraft Management works internally with a workflow management system it can be easily adapted to your processes, requirements and special needs.

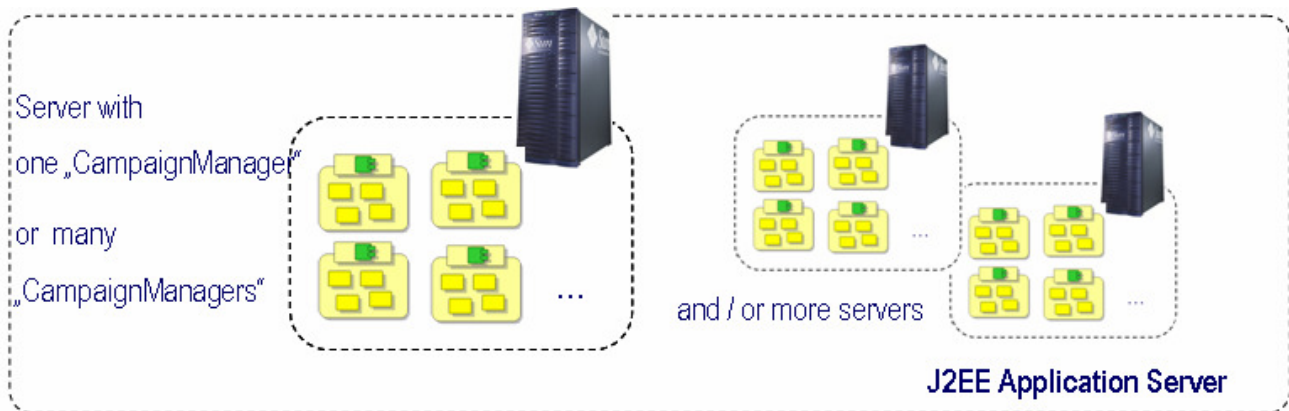
The web based approach of our suite supports an easy access from all over the world at any time. You only need one installation and every department has access to the same data. Also 24/7 support and on-call service are possible without any restrictions.

Technology

Business Charter & Aircraft Management is based on the newest, proved and reliable technologies of the market.

The application does not need any installation at the end users side – only Internet Explorer 6.0 is required. This web-based approach reduces the client administration to a minimum by maximizing your flexibility e.g. everywhere and every time access via internet (VPN).

With a 3-tier technology it can be scaled to every need it has to face with. Analyzing your bottleneck, add an additional server at the right place and the performance will rise dramatically. So every scenario from single-user to concern usage can be satisfied by choosing the right hardware.



Following applications are used on server side:

- Suse Linux Enterprise 9 (operating system)
- Oracle (database layer)
- JBoss (application layer)
- TOMCAT (presentation layer)

By using several Open Source applications your software investment will be reduced severely.

Functional Details

The following chapters are showing more details about selected, most relevant topics of Business Charter & Aircraft Management.

Master Data Management

The Master Data Manager offers you an easy-to-use administration of different Master Data like

- Customer
 - Personal information (e.g. name, company, contact information, addresses, home base)
 - Payment details
 - Characteristics (special requests, preferences and dislikes)
- Employees (pilots and flight attendants)
 - Personal information (e.g. name, contact information, addresses, profession)
 - Documents (e.g. passport, visa, credit cards)
 - Certificates and trainings
 - Free customizable properties (usable as search criteria)
- Aircraft Owner
 - Personal information
 - Briefings and restrictions
- Aircrafts
 - Basic information (e.g. tail number, type, model, class, production date, capacity)
 - Technical information (e.g. radio, weights, fuel information, fuel consumption, speed details, runway requirements)
- Airports
 - Basic information (e.g. IATA/ICAO, location, time zone, lati-/longitude)
 - Infrastructure information (e.g. radio, fuel types, runway details)
 - Service providers / FBO's
- Service Providers (e.g. hotels and limousine service)
 - Basic information (e.g. type of service, contact information)
 - Accounting information

The screenshot below shows a part of the properties of a customer. The tree of “characteristics” can be customized to your needs:

1. Personal Data 2. Details 3. Financial Data 4. Links

▼ Address Data Ramin Dorst

▼ Main Address

Customer Number: N21-60 PO Box: Valid from: 05/13/1985

Salutation: Eheleute Street: Siedentopstraße 39 Output Medium: Fax

Title: Postal Code: 41068 Letter Salutation: Sehr geehrter Herr und Fr

Last Name: Dorst City: Mönchengladbach

First Name: Ramin Country: Germany Additional Info:

Telephone: External Ref. No.:

eMail: Ranking: First contact

SMS: Bookings:

Fax: +83 56 11883570 Blocked:

Website: Active:

Characteristics

Hobbies
 Preferences

(Node: empty)

Characteristics	Value	Delete
- Golf		<input type="button" value="X"/>
Water Sports		
- Musical trip		<input type="button" value="X"/>
- Ocean View		<input type="button" value="X"/>
- Surfing		<input type="button" value="X"/>
- Cruise		<input type="button" value="X"/>
- Ping-pong		<input type="button" value="X"/>
- 4 Stars		<input type="button" value="X"/>
Activity Sports		
- Balcony/patio		<input type="button" value="X"/>
Total: 10		

▼ Additional Data

Language: German No Ads:

Currency: Euro Domestic: Remarks:

Tax Number: 2117609 Create Receipt:

Payment by: credit card

Prepayment Mode: Invoice Text:

Prepayment: 4000

Due Date: 11/29/2007

Assigned User:

▶ Notes

▶ Secondary Addresses

▶ Doublets

Customer Relationship Management

For better customer loyalty Business Charter & Aircraft Management comes along with our Customer Relationship Management (CRM) “Emerald J2EE” which focuses on the needs of the tourism market. Emerald J2EE is a versatile Customer Relationship Management with extensive functionalities to serve your customers needs, which is one of the major success factors for a company today. It meets these requirements optimally:

- Versatile and extensive campaign management functionalities
- Detailed information about customers and their preferences, bookings and behaviours
- Process optimization through template management for various use cases
- Fast and flexible planning of contacts

The screen below shows the powerful search functionality of creating campaigns:

The screenshot displays the '2. Select List of Customers' step in a four-step process. The interface is divided into three main sections: a left-hand tree view, a central search pattern builder, and a right-hand ranking selection panel. The tree view on the left includes categories like Accommodation, Facilities, Hotel Category, Kind of Travel, Services, and Customer Criteria. The central search pattern builder shows a selected 'And' condition with 'Category = 'Apartment'' and 'Ranking = 'VIP''. The right-hand panel shows a dropdown menu for 'Ranking' with 'VIP' selected, and a list of customer types including 'Lost customer', 'Qualified', 'VIP', 'Prospect', 'Key account', 'Customer', 'Outdated contact', 'First contact', 'Contact planned', and 'Regular customer'. At the bottom, there are buttons for 'Ignore advertising ban', 'Detect Hits', 'Create List', 'Back', and 'Next'.

Please have a look at the product description of “Emerald J2EE” for further details.

Scheduling

A well thought-out and effective scheduling of aircrafts and the crew is the core business of every charter company. Therefore scheduling and quote creation are the two crucial functionalities of Business Charter & Aircraft Management.

The complexity of scheduling originates in the amount of criteria (rules) which have to be considered. It is more than finding an adequate aircraft which has to be at the right place to the right time – furthermore a trained crew with required visa, right fuel type at the airport, calculation of fuel stops, trip duration for next quotes, customer and crew services before and after landing and much more is needed. This complexity increases if e.g. a trip leg changes. To make sure that every involved party gets informed an IT solution can make your life much easier.

Crew

For crew planning main information provided is:

- What is their profession, certificates, visa and limitations?
- Where are they based and currently located?
- Which status do they have? (e.g. on duty, standby, training, rest time, vacation)

Business Charter & Aircraft Management makes suggestions for matching crew members, aircraft and quotes and will let you know, if a crew member has to attend training or has an expired passport. It supports you by planning a forecast and helps you to manage cases of illness and briefing of replacement.

You can group your pilot and flight attendants as a crew and assign it to a specific aircraft. Therefore planning becomes much easier.

▼ Scheduler: Crew

Period: Monthly Date: 12.10.2007

Crewmember: << all >> Crew: << all >> Profession: << all >>

Aircraft: << all >> Homebase: << all >> Stati: << all >> Search Clear

Name	Prof.	Base	A/C	01	02	03	04	05	06	07	08	09	10	11	12	13	14
Alan	CPT	DUB	LX-932	CFR	CFR	CFR	CFR	CFR	CFR	CFR	C	C	C	C	C	C	C
Jane	FA	NCE	LX-932	C	C	C	C	C	C	C	GEX	GEX	GEX	GEX	GEX	GEX	GE
Lucie	FA	ZRH	OE-LOS	GJM	GJM	GJM	GJM	GJM	GJM	GJM	C	C	C	C	C	C	C
Susan	FA	MUC	OE-LOS	OKR	OKR	OKR	C	C	C	C	C	C	C	C	C	C	OK
Tom	FO	GVA	LX-932	STBY	STBY	FTA	FTA	FTA	FTA	FTA	FTA	FTA	FTA	FTA	FTA	FTA	C

A major advantage of Business Charter & Aircraft Management is the possibility that every crew member has access to the system by internet. Different views give information to them about own duties, colleagues on these duties, aircraft and trip information.

Aircraft

Only flying aircrafts earn money for the company – therefore it is important to manage them well. The aircraft scheduler gives you a good overview of the occupied aircrafts and it is easy to start a new quote at a certain date with a specific plane. Several search criteria help you to keep a better overview.

▼ Scheduler: Aircraft

Period: Weekly Date: 12.10.2007

Aircraft: << all >> Arrival AP: << all >> Departure AP: << all >> Search Clear

Tail #	<<	Mo, 10.12.2007	Di, 11.12.2007	Mi, 12.12.2007	Do, 13.12.2007	Fr, 14.12.2007	Sa, 15.12.2007	So, 16.12.2007	>>
LX-932		MUC - FRA 18:30 - 20:15 accepted	FRA - MUC 14:30 - 16:15 accepted MUC - TGL 17:30 - 18:00 created		Maintenance				
		new Quote	new Quote	new Quote		new Quote	new Quote	new Quote	
DE-902X						ZRH - GVA 17:30 - 18:15 created			
		new Quote	new Quote	new Quote	new Quote	new Quote	new Quote	new Quote	

Further information (see 'Table of Content') is available on request.

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We are looking forward to get in touch with you!