

# ***Travel Software Ltd***

***Product Type(s)*** GDS and CRS (3<sup>rd</sup> Party Host2Host) Connectivity, Air and Accommodation Contracts and Negotiated/ Net Fares/Rates Database, Allocation Control, Mid/Back-Office System, Sales and Marketing Applications, CRM and SRM, Bespoke/Dynamic Packaging, Package Tour Reservations System, Yield Management, Workflow and Time Management, Internal Messaging, Document and Content Management, Online Booking/ Reservations Engine – Travel: Intranet, Extranet and Web Portals, Viewdata and LLC Interface/Connectivity.

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***Company Information*** Travel Software Ltd (TSL) is a Travel and Hospitality Software Applications Developer that in 2005 began to develop what is now the TSLTravelOffice applications suite®. The company's team of Travel and IT professionals has a background of working closely with and for such companies as: Viagens Abreu, Airtours, Capital Travel, Convex Travel, Destination Group, First Choice, Gold Medal, Hogg Robinson Travel, Journey Latin America, Lastminute.com, Lunn Poly/Thomson Travel, Mondial Travel, Stratford Travel, TelMe.com, Travelstore.com, Travel Industry Leisure Services of Ireland (GforGo), Galileo, Galor Systems, HitchHiker Software, Partners Software, proQuest and Sony Games.

TSL's previous incarnation was established in London in 1999, as a Travel Systems Distributor for the UK and Ireland and acted for several German and Israeli travel system developers.

The TSL management team in their previous capacities have listened to customer comments and user feedback over the years and have taken these into account in creating the company's product development and sales ethos. In particular; that customers felt that they were paying large upfront fees and version upgrade costs for software applications that looked good, but did not always deliver. They wanted feature rich and robust software that evolved and that was affordable, reliable and simple to use. This was the catalyst for establishing TSL as a Travel and Hospitality Software Applications Developer.

TSL's management team has previously had the benefit of having used, sold and specified other travel systems, together with the wealth of knowledge, skill-set and experience gained with dealing with both large and small companies in this regard, enabling TSL to fully understand the ever-changing needs and the hybrid and mutating nature of the travel industry. Ultimately designing and building travel agency, tour and transport operator and hospitality applications with the intention of providing customers with the ability to compete profitably in your market sector.

TSLTravelOffice applications suite® provides a suite of modular and evolving travel applications which seamlessly integrate to form a comprehensive end-to-end travel system which is designed to be affordable, reliable and simple to use. Allowing travel organisations to select their base-system and add plug-in modules to customise the system to suit their business requirements.

The company was founded by Clement Aye – Managing Director and is headquartered in London and the ownership is totally with the company's directors.

The company's infrastructure is as follows: -

- Headquarters in UK
- Development Centre in India
- Distributor in Greece
- 21 personnel operating in two countries (5 in UK and 16 in India).

### **Product Information**

#### **TSLTravelOffice applications suite®**

Provides; Booking Reservations, Distribution, CRM, Marketing, SRM, Office and Revenue Management and an integrated Internet Booking/Reservations Engine.

TSLTravelOffice applications suite® is a web-browser based and hosted travel technology solution; that has been designed to provide all sizes of travel businesses the flexible and sophisticated system functionality that large organisations demand. The application suite's development was also designed from the outset to deliver the productivity performance and functionality that a large organisation requires which allows the application and systems platform to grow and evolve with the businesses of TSL's customers.

#### **TSLAgent® and TSLWebAgent®**

The base and web-systems for any travel agency based organisation With Low Start Up and Running Costs, therefore being Affordable, Reliable and Simple to use applications.

TSLAgent® is a total Web application. If you have Internet connectivity, TSL can normally have you up and running in the time it takes to set up an e-mail account with the popular search engines, with 24/7 remote access working from anywhere!

Key features are:

**Administer, Account and Control Sales and Marketing Operations:** Automate, streamline and speed up the workflow processes and management of customers, suppliers and broker's bookings, together with quotes, options, CRM and marketing promotions. Use multi-channel distribution for seamless distribution of rates and special offers.

**Calculations Models for; Mark-ups, Commissions, Supplements, Discounts and Group Travel, helping the Travel Consultant to:**

- Quote rapidly
- Change/Update Quotes rapidly
- Target Price, Profit and Commission
- Optimise Profit on any and every type of booking

**Quick Quotes** - This feature enables rapid quotes on a client's personal itinerary – FIT/ Bespoke /Dynamic Packaging.

The following is a breakdown of some of the features and functionality;

- CRM Module – Extensive and Detailed Client Information
- Advanced Client Profiling
- Multiple Client Type capabilities - such as; Direct, Broker, Business, Group and Trade
- Marketing QandA at Point of Sale

- Email, Fax and Mail-shot functionality
- Media and Promotional Coding
- SRM Module – Extensive and Detailed Supplier Information
- Carry out Quick Quotes
- Quick Quotes with Calculation Models to help you Optimise your Profit or Match or Better the Competition
- Group Booking Capability
- Store all Quotes – for CRM Processing
- Make Option Reservations/Bookings
- Full Copy Functions on Quotes, Options and Bookings
- Real-Time Availability
- Comprehensive Point of Sale Automation
- Multiple Suppliers and Products per Booking
- Multiple Client Type Mark-up module
- Time Management, Workflow and Internal Messaging features enable Team Leaders to schedule/distribute work- load, optimise the daily workflow of the Travel Consultant
- Multiple Criteria – Booking Retrieval functionality
- Comprehensive History and Audit Trail
- Access Historical Data Instantaneously
- Track and Account for Bookings Part Paid
- Track and Account for Bookings Fully Paid
- Track Outstanding Payments
- Remind of Outstanding Creditors
- Reconcile Creditors and Debtors
- Incentive Commission Settings for your Travel Consultants
- Incentive Commission Settings for your Trade Client and Brokers
- Travel Consultants Commission Management
- Trade Client and Brokers Commission Management
- Document Production - Issue Invoices, Itineraries and Vouchers
- Invoice by Individual Product Items/Amounts or Inclusive Price
- Document Distribution - Email and Fax Direct from Booking File
- Document Stock Control – Ticket, Voucher, Insurance – with the ability to analyse any document directly
- Document Reprint Facility
- Document Management System
- Document Export Functionality
- Customer and Supplier Management (CRM and SRM – spend history and preferences)
- Service/Transaction Fee and Management Charge functionality
- Reports Generator – Pre-set and User-definable, Unlimited Reports such as; Bookings, Cash Flow Forecasting, Client, Cost, Marketing, Sales, Supplier, Traveller, and Trend Analysis
- Real-Time Reporting
- Automated Daily Diary
- Automated Banking Report
- Pre and Post Trip Reports
- ABTA/TTA Reporting
- IATA/BSP Reporting
- CAA/ATOL Reporting
- Tour Operators Margin Scheme Reports (Group Travel)
- Post Code Validation
- Multi-Brand/Company
- Multi Currency – buy and sell in any currency
- Multi-Lingual - Ideal for multi-cultural/national organisations
- Ideal for Homeworkers
- Comprehensive System Security – AD Integrated
- Multi-layered Advanced System Security – virtually any operation can be user-defined
- Privileged Password Protected Access

Also integrates with Sage Line 50 to update accounts in Sage directly from TSLAgent®

with:

- Customer information
- Supplier information
- Full transaction details
- Gross sales
- Net costs
- Consultant commissions
- Surcharges
- VAT liabilities
- Cancellations
- Refunds

TSL is quite happy to integrate with other accounting systems as required.

### ***TSLTravelOffice® plug-in modules***

#### ***TSLTourBuilder®***

The bespoke/dynamic tour module for: cruise and tour operators, travel agents, group - conference and event organisers, destination management companies and wholesalers.

#### ***TSLTourPackager®***

The inclusive package tour module for: cruise and tour operators, travel agents, group - conference and event organisers, destination management companies and wholesalers.

#### ***TSLTourActive®***

The activity, adventure and sports pursuits tour module for: cruise and tour operators, travel agents, group - conference and event organisers, destination management companies and wholesalers.

#### ***TSLAccommodationTariff®***

The accommodation contract and rates module for; accommodation operators/suppliers: bedbanks/ booking agencies, hotels, property owners, self-catering complex/ resorts, wholesalers; tour and transport operators/suppliers: cruise and ferry companies, destination management companies, group - conference and event organisers, tour operators and travel agents.

#### ***TSLAllocationControl®***

The allocation and yield management module for; tour and transport operators/suppliers: airlines, gsa's, airline consolidators, cruise and ferry companies, destination management companies, group - conference and event organisers, tour operators and travel agents; accommodation operators/ suppliers: bedbanks/ booking agencies, hotels, property owners, self-catering complex/ resorts, wholesalers.

#### ***TSLLandTariff®***

The land transport contract and fares/rates module for; tour and transport operators/suppliers: destination management companies, group - conference and event organisers, cruise and tour operators, travel agents.

#### ***TSLAirTariff®***

the air transport contract and fares module for; airlines, gsa's, airline consolidators, fares management organisations, group - conference and event organisers, tour operators and travel agents.

#### ***TSLGDSCapture®***

Global Distribution System - interface record capture module.

**TSLGDSConnect®**

Global Distribution System – transparent system connectivity module.

**TSLCRSConnect®**

3rd party computer reservation system (host2host) connectivity module.

**TSLLeisureConnect®**

Viewdata and online agency, bedbanks and wholesalers - web-based search and travel booking engine module: - millions of package holidays, 250,000 hotels, eurostar, car hire and resorts transfers, attractions, excursions, airport parking and travel insurance.

**TSLLoCostConnect®**

Low cost and charter airlines - web-based search and travel booking engine module: - over 60 low cost carriers and charter airlines, airfare consolidators and GDS published fares.

**TSLPaymentConnect®**

Payment Gateway System Connectivity module – default supplier PROTX (a Sage Group member); TSL is quite happy to integrate with other payment gateways as required.

**Technical Information**

The development platform is based on Service Oriented Architecture (SOA), utilising the .Net Framework, C# and ASP.NET - Web Services and is designed to enable Cross-Platform Inter-Operability via WSDL and XML messaging; running on an MS Server and MS SQL Database Platform.

GDS, 3rd party systems and Viewdata connectivity is provided from the servers via fibre-optic cable to the main carrier connections installed in the TSL data-centre, using modules; TSLGDSCapture, TSLGDSConnect, TSLCRSConnect and TSLLeisureConnect together with TSLLoCostConnect (which uses Multicom's Viewdata emulation and Low Cost (LCC) Scanner).

**Support and  
Training**

**Support**

Global Helpdesk Support is offered from helpdesks in the UK and India during normal local business hours. Emergency out of hours support is always available and special support requirements are available by request.

All standard system support and maintenance is performed directly on the Hosted Web-Servers in the TSL Data-Centre, the TSL helpdesk has the capability to remotely view and control the TSLTravelOffice® application of each user, thus reducing support requests and providing enhanced customer service and care.

TSL's helpdesk's in-house system can automatically accept and log e-mail requests. All support requests are prioritised to ensure they are dealt with in the most efficient manner. Clients are updated regarding the status of their support request, so that they are aware of how this is being managed.

### **Training**

Training is available online and on-site, this is usually tailored to the specific needs of the client. TSLTravelOffice applications suite® has fully integrated, context sensitive on-line system help. System documentation is also available via the TSL support web site; system updates and upgrades are automatically processed directly on the web-server

### **Other Products and Services**

#### **TSLOperator® and TSLWebOperator®**

The base and web-systems for any accommodation, tour and/or transport operator or supplier based organisation.

TSLOperator® is a total Web application. TSL can normally have you up and running in the time it takes to set up an e-mail account with the popular search engines, with 24/7 remote access, work from anywhere!

Functionality is similar to TSLAgent and TSLWebAgent but with comprehensive reservations/ bookings management.

Also:

- Web Development and Design
- Web Marketing and Search Engine Optimisation (SEO)
- Project Based Customisation
- Bespoke Development
- Consultancy

### **Clients**

List available on application