

Working with Online Distributors

DATE:

**Wednesday
7 December
2005**

VENUE:

**Institution of
Electrical
Engineers**

**Savoy Place
London
WC2R 0BL**

**Nearest
Undergrounds:
Embankment or
Charing Cross**

TTI Forums are interactive events where delegates get the opportunity to discuss and debate topics with the presenters and panellists. For this Forum, we have assembled a team of experts who have hands-on experience of connecting travel companies to online distributors.

Travel companies are realising that it is not good enough just to have a Web site of one's own. The online opportunity is far greater than this.

Distributors such as the online travel agents and the new meta-search engines are influencing an increasing proportion of the travel market. One of the keys to their success is their ability to offer searchable and bookable content; accommodation, holidays, flights and other product that can be booked and paid for in real-time.

The watch-words are real-time. Consumers do not want to have to wait to find out

whether a product is available. They are online and they want it now. If travel companies are working with online distributors this implies either handing over inventory for a distributor to load on its own reservation system or inter-connecting systems so that inventory is searched and booked real-time on the host system.

It is the latter that is the subject of this Forum. TTI's pioneering work with its TORIX XML message set is paving the way for easier connectivity between travel companies and online distributors; but how easy is it to achieve this in practice? What pitfalls does one need to look out for and are the benefits of real-time connectivity substantial enough to warrant the technical effort? These are just some of the questions to be addressed.

If you are concerned about Working with Online Distributors, you cannot afford to miss TTI's Winter 2005 Forum.

THE PROGRAMME

10:30 Registration and Coffee

11:00 The Presentations

Rob Howell
Managing Director, Multicom

Gordon Maynard
Technical Director, Teletext

James Clarke
Head of IT, travelsupermarket.com

Peter Barnsley
Information Systems Manager,
Seligo

13:00 Buffet Lunch

14:00 The Forum
Interactive discussion. Your opportunity to quiz the experts on the online distribution issues most pertinent to your organisation.

15:30 Close followed by refreshments

Moderator: Paul Richer, Genesys

(It may be necessary, for reasons beyond our control, to alter the content or timing of the programme.)

THE SPONSOR

TTI wishes to extend its warm thanks to the following sponsor whose generous support has made it possible to organise this Forum:



Rob Howell, Managing Director

Multicom

Multicom is a leading provider of pioneering online booking engines for agents, operators and web brands. The company is playing a key role in powering the leisure travel industry's internet marketplace. Customers include Thomas Cook, First Choice, Going Places, Page and Moy, Travelocity and Virgin Travelstore.

From its base in Bristol, Multicom creates technology that enables travel companies to sell on the web and through call centres. The company's systems allow agents, operators and online brands to distribute products from scheduled, charter and low-cost airlines, hotels and tour operators.

Rob Howell joined Multicom as managing director in 1995 and is responsible for developing company strategy to address long-term travel trends. He also provides technical guidance to customers and manages product development.

Before joining Multicom Rob was a viewdata veteran, producing technology that removed double entry of information between the network and travel company's back-office systems.

Rob joined the computer industry in 1969, and has 'developed with the technology.'

Gordon Maynard, Technical Director

Teletext

Teletext was formed in 1992 to operate text services on ITV & C4 and quickly established itself as a major distribution channel for holidays and flights. In recent years it has been developing new services on digital TV and the Internet with teletextholidays.co.uk now one of the top travel Web sites in the country.

Gordon Maynard was one of the founders of Teletext and has been technical director since 1996. He has led the development of the technology which has allowed Teletext to deliver its new generation of services.

James Clarke, Head of IT

travelsupermarket.com

Following a traditional education culminating in a 1st class Computer Science degree, James gained employment in the Corporate IT Department of a global manufacturer where he worked on projects throughout Europe, Asia and the US in a variety of IT areas including ERP, CRM and E-business. James then relocated to Sydney where he worked as a Technical Architect for a consultancy specialising in delivering fixed time/price solutions to both the public and private sectors.

James returned to the UK and started working at Travelsupermarket.com in Autumn 2002. The majority of his time has been focused on Screen Scraping and Aggregation technologies in the financial, insurance and travel market places.

Involved in the strategic direction and delivery of projects James has led the IT department in a transition from J2EE through to a .Net technology platform. Travelsupermarket.com is now servicing over a million quotes a day from over 300 different data providers.

Peter Barnsley, Information Systems Manager

Seligo

After working for Siemens within an IT Support role, Peter then went on to study Computer Science and Astrophysics at Keele university. During his degree, Peter set up his own business building and selling computers to students. This later evolved into a computing consultancy and he worked freelance designing and building web sites for various organisations both in the UK and in Europe.

Peter's first position upon graduation was as IT Manager for Discover Travel and Tours. During 2½ years with Discover, he introduced a new back office reservations system and also re-designed and deployed all their websites.

During 2003 Peter won the CNET Business Innovation Technology award. This award was given for the application of IVR technology and also for a new e-voucher system used by overseas travel agents.

In 2004 Peter joined Seligo as the company's IT Manager. In the 12 months since starting he has managed the implementation of a new reservation system, redesigned and deployed about 10 new e-commerce web sites and worked on the Torix project.

Torix has allowed Seligo to integrate its bed stock into the web sites of many leading travel companies such as Thomson and Teletext Holidays. One recently re-launched web site has seen a 2000% increase in business since the introduction of new technology. Seligo's main site has recently seen a dramatic switch of business from the traditional booking channels of viewdata and the call centre to its web site.

REGISTRATION

Register online at www.tti.org/forum

- TTI members - 2 free delegates per executive member, 1 free delegate per associate/academic member/trade body
- Additional TTI member delegates and Unicorn licence holders £50 + VAT (£58.75)
- ABTA/AITO/CIMTIG/ETOA/IFITT/OTA/UKinbound members £75 + VAT (£88.13).
- Others £195 + VAT (£229.13). *Entrance fees paid by non-TTI members will be credited against annual membership if joining.*

To contact TTI, email admin@tti.org or call 0870 904 1521