

FastBooking

Product Type(s) Internet Booking Engine, GDS, E-marketing, Distribution

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Company Information Started in 2000, FastBooking is a global provider of advanced Internet booking systems and E-marketing services for the hospitality industry. FastBooking's solutions help independent and chain hotels worldwide increase their revenue on the Internet and maximise their distribution strategy while simplifying the management of rates and availabilities across multiple channels.

A whole global programme is available to hoteliers including a multilingual Internet Booking Engine with property merchandising facilities, GDS/IDS representation, e-marketing tools and a network of exclusive hotel distribution websites and partners.

FastBooking also provides a complementary e-consulting service provided to all its customers around the world, which is designed to assist them in the optimisation of their online strategies and the use of FastBooking's tools.

Headquartered in Paris with subsidiaries in Italy (Venice), USA (New York), Canada (Laval), Asia (Singapore) and India (Gurgaon), the company has 3i Group plc and E. de Rothschild as anchor investors (€35m investment in October 2007). It employs 130 persons worldwide and has more than 4,000 customers.

Product Information **FastBooking Engine**

The multilingual booking engine created and developed by FastBooking is the company's entry point product. The purpose of the software is to automate the processing of hotel Internet bookings and to offer state-of-the-art functionalities for the hotelier and the final user.

The ASP installation requires only minimal adjustments by the webmaster. Every stage in the booking process is available in 27 languages and with automatic currency conversion.

- FastBooking Engine is a white label tool: the FastBooking brand name never appears.
- Transparent display with the graphic chart of the hotel website.
- Agencies and corporate clients access their negotiated rates directly using their IATA code or a password given by the hotel

FastBooking Engine offers real Yield Management solutions with a range of totally user-definable functionalities, such as:

- Rooms available on allocation or free sale
- Rooms available with or without a retrocession period
- Rates subject to a minimum or maximum stay
- Promotions and special offers, packages...
- Rates per person or per room, half-board...

The booking is guaranteed by a credit card number which is captured in a security zone and sent immediately to the hotel in encrypted mode. FastBooking does not retain any credit card numbers on its servers. The hotel can apply other

methods to guarantee bookings, such as:

- Requesting the credit card number by fax within 24 or 48 hours
- Prepayment
- Online payment (this option is configurable by FastBooking)

FastBooking CRS

FastBooking provides the hospitality industry with a Central Reservation System with advanced multi channels access, market leading cross selling capabilities for hotel groups, dynamic packaging of properties offerings, both for lodging and non lodging products.

FastBooking CRS also offers additional services such as:

- Integration of loyalty programs
- Detailed tracking of booking origin
- Interfacing with PMS tools
- Call centre application: FastBooking Call Centre allows booking agents and phone operators to make bookings in real time (identification, rate modification, background, cancellation...)
- Specific booking interface for apartments, seminar rooms, shows, spas, restaurants and more.

FastBooking GDS/IDS

Thanks to FastBooking GDS/IDS, hotels gain visibility through a single point of entry with:

- Over 450.000 travel agents (through the 4 GDS, Amadeus, Sabre, Galileo and Worldspan)
- Visitors on the leading travel portals (via over 70 IDS such as Expedia.com, Orbitz.com, Hotels.com, ...)

The FastBooking GDS/IDS solution is integrated into FastBooking Engine and enables the hotel to update its availability and rates from a single access point:

The GDS/IDS FastBooking solution can be accessed using the same code as the FastBooking Engine. This tool also offers a number of advanced functionalities, such as:

- The RFP Lanyon Process: management of hotel applications for companies and travel agency networks.
- Consortia Management: a team assists the hotelier in optimising its relations with the travel agency networks and implementing conditions for distributing the hotel on the GDS.
- HCC (payment of commissions by Pegasus): automated payment of commissions to travel agencies.

FastBooking Emailing
Automatic relational email program and customer satisfaction survey. The hotelier can set up fully customised communication with his Internet client, following the latter from the booking stage right up to his departure from the hotel.

This questionnaire will provide the hotelier with feedback through the comments and ratings given by Internet users who have stayed in his hotel. The results can be consulted via a secure interface developed by FastBooking.

FastBooking Loyalty Emailing Program

FastBooking provides as an Automatic relational email program and customer satisfaction survey: FastBooking Loyalty Emailing Program. The hotelier can set up fully customised communication with his Internet client, following the latter from the booking stage right up to his departure from the hotel. This solution is a four step email service, enabling hoteliers to automatically send fully customisable emails. This automatic service consist of sending any combination of those 4 emails :

- Confirmation of the reservation (the day following the reservation)
- Cancellation (in case the customer cancels)
- Reminder E Mail (3 days before the customer arrives to Hotel)
- Post Stay questionnaire

The questionnaire will provide the hotelier with feedback through the comments

and ratings given by Internet users who have stayed in his hotel. The results can be consulted via a secure interface developed by FastBooking. Those emails can be sent at the moment in 5 different languages: English, French, Italian, Spanish, and German.

FastBooking Checker

FastBooking Checker is a real time competitive analysis tools which allows users to:

- Compare in real time the Internet rates applied by competitor hotels.
- Access to future rates in real-time
- Access to the rates of competing websites/hotels
- Access to the detailed rate information to allow for an "apples-to-apples" comparison
- Visualise the pages of analysed Internet pages
- Complete graphical functionalities
- For several hotels or a group of hotels
 - Guarantee the pertinence of the offers of all your hotels
 - Sets in place an internal control tool for your rate strategy
- Time-efficient for the teams in charge of checking the competitors

FastBooking Updater

FastBooking Updater is a real time multilayer channel management system that enables hoteliers to update from a single interface rates and availabilities on any type of channel such as IDSs, FastBooking Distribution & Partners, and all non-GDS affiliated Web sites, Online Travel Agent and Tour Operator extranets.

FastBooking Updater main features are:

- Automated updates of your rates and availabilities in one go through your different distribution channels
- One-Click rate Parity
- Fast Updates for changes in rates and availabilities
- One single screen
- Multilingual Interface: English, French, German, Italian, Spanish

FastBooking Distribution

FastBooking manages and animates over 50 booking websites for the most important tourist destinations around the world. The particularity of these websites is to provide a link to the hotel's official website. On all of its sites, FastBooking guarantees the complete freedom with regard to allotments and pricing.

- www.FastBooking.com: the multi-destination reservation website 3 700 hotels with a 97% satisfaction rate
- www.Only-Recommended-Hotels.com: the Internet users' favourite hotels, with video presentations.
- An exclusive network of mono-destination websites: www.hotels-paris.fr, www.hotels-direct-londres.com, etc...
- Renowned distribution partners : Thanks to an extensive network of partners, FastBooking provides hotels with access to a qualified audience and allows to generate additional traffic for the hotel website.
- Agreements with important players in tourism, price comparison tools... (Kelkoo, Tripadvisor, ViaMichelin, Yahoo, Go Voyages, One Time, Nextag...)
- An exclusive partnership with the Paris Tourist Office (reserved for members)
- Over 1 million unique visitors per month
- A link to the official hotel website to increase the number of visitors and make it more popular.
- Fully Managed Sponsored Links Campaigns

- All Inclusive Solutions
- Training & permanent and complementary customer support & E-Consulting.

Clients

Europe: Austria Trend Hotels & Resorts - Austrotel Group - Grand Hotel Europa - Grand Hotel Wien - Hotel Altstadt - Hotel das Tyrol - Hotel Kunsthof - Hotels & Casinos Austria - Kremslehner Hotels - Schick Hotels - Ascot Hotels - Guennewig Hotels - Hotel Concorde Frankfurt - 3.14 Hotel - Amangani Resort - Astor Saint Honoré - Bel Ami - Best Mont Blanc - Carlton Lille - Cavendish Cannes - Citéa - Ellington Nice - Evergreen - aurel - Garden Elysées - Hôtel de Vendome - Hôtel du Palais - Hôtel la Perle - Hôtel le A - Hôtel Le Général - Hôtel Royal Riviera - Hôtel Vernet - Hôtel Westminster - JJ France - La Réserve de Beaulieu - Le Balzac - Le Grimaldi - Les Relais de Paris - Luxembourg Parc - Miramar Beach Hotel - My Paris Hotel - Negresco - New Hotel - Office du tourisme de Paris - Relais du Silence - Relais St Jacques - San Regis - St James & Albany - Villa - aillot - Waldorf Trocadéro - Bauer il Palazzo - Borghese Palace Art - Borgo La Bagnaia - Continentale - Cristallo - Gallery Hotel Art - Grand Hotel Vesuvio - Grand Visconti Palace - Hotel a la Commedia - Hotel Bauer - Hotel Brunelleschi - Hotel Ca' Sagredo - Hotel Lungarno - Hotel Mecenate Palace - Hotel Pierre - Hotel Plaza - ucchesi - Hotel Santa Maria Novella - Hotel Savoy - JK Place - Londra Palace - Lord Byron Hotel - Parco dei Principi - Portrait Suites - Principi di Piemonte - Regency Hotel - Rose Garden Palace - St George Hotel - TownHouse Galleria - ADI Hotels - ATA Hotels - Hotel Invest - Monrif Hotels - Remarhotels - San Marco Hotels - Una Hotels & Resort - Lungarno Hotels - 51 Buckingham Gate - Fifty Four Boutique - Gallery Hotel - Gidleigh Park - Miller residence Hotel - Rathbone Hotel - Sydney House Chelsea - The Bath Priory - The Capital - The Eton Collection - The Gore - The Hazzlitts - The Landmark - The Rookery - Tylney Hall - Be Manos - Floris Hotels - Goeres Group - Hotel des Colonies - Le Châtelain - New Hotel Charlemagne - Progress Hotel - Albatros hotel - Husa Princesa Madrid - Ibizotel - Alimara - Altis Hotel - Bairro Alto - Bensaude Turismo - Dom Carlos - Heritage Hotels - Mundial Lisbon - Sana Hotels - Travel Park - Hotel de Paris - Hotel Hermitage - Hotel Metropole - Monte Carlo Bay Hotel - Monte Carlo Beach - Dubrovnik Palace Hotel - Croatia - Hotel Excelsior Dubrovnik - Croatia - Mellow Mood Group - Hungaria - Le Regina - Poland - Amber Baltic Hotel - Poland - Bristol - Eden Palace - Golf Hôtel René Capt - Hôtel Beau Rivage - Hôtel Grand Pré - Jiva Hill Park Hotel - Manotel - Président Wilson - Victoria - 101 Hotel - Center Hotels - Foss Hotels - Icehotels - Kea Hotels - Private Hotels

Asia: AKA Resort - Centara Hotels & Resorts - Equatorial Hotels - Furama International - GHM - Gloria Hotels - Howard Plaza Hotel Tapei - Landis Hotels & Resorts - Palace Hotel Tokyo - Royal Plaza on Scotts - The Datai - The Park Hotels - York Hotel

USA & Canada: Clarion - Heritage House Inn - Hotel 71 - Hotel Blue Moon New York - Hotel Port Royal Quebec - Hotel XIX siècle - St Paul Montreal - The Setai Miami