

# Worldspan

**Product Type(s)** Global Distribution System

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## Company Information

Worldspan Technologies Inc. is the parent company of Worldspan, L.P. (Worldspan), one of the world's leaders in travel technology resources for travel suppliers, travel agencies, e-commerce sites and corporations worldwide. Utilising some of the fastest, most flexible and efficient networks and computing technologies, Worldspan provides comprehensive electronic data services linking approximately 800 travel suppliers around the world to a global customer base. Worldspan offers industry-leading

fares and pricing technology such as Worldspan e-Pricing<sup>SM</sup>, hosting solutions, and customised travel products. Worldspan is headquartered in Atlanta, Georgia. Additional information is available at [worldspan.com](http://worldspan.com).

The Worldspan reservations system provides approximately 11,000 travel agency locations (about 4325 in EMEA) and other users worldwide with travel data and booking capabilities for hundreds of the world's leading travel service suppliers. Worldspan claims to be the leader in e-commerce for the travel industry in terms of transaction volume. Globally, Worldspan is the largest transaction processor for online travel agencies, having processed 61 percent of all GDS online air transactions during the 12 months ended December 31, 2005.

Worldspan's Chairman, President and CEO is Rakesh Gangwal, a travel industry veteran and former US Airways chairman. Worldspan's business in Europe, Middle East, Africa and Asia is headed by Vice President and General Manager Graham Nichols, who is responsible for all aspects of sales, marketing, operations and customer service for Worldspan travel agency, e-commerce and corporate customers outside the Americas. Approximately 1860 technical, sales, and service employees staff Worldspan's global facilities.

Customers are located in over-60 countries and territories in North America, Europe, the Middle East, Africa, Asia/Pacific and Latin America.

Key senior executives are:

- Rakesh Gangwal - Chairman, President and Chief Executive Officer.
- Ninan Chacko, CTC - Chief Commercial Officer and Senior Vice President.
- David Lauderdale - Chief Technical Officer and Senior Vice President - Worldwide Technical Operations.
- Michael B. Parks, CTC - Senior Vice President - Global Operation and Latin America Sales and Service.
- Sue Powers - Chief Information Officer and Senior Vice President - Worldwide Product Solutions.

**Product  
Information**

- Jeffrey C. Smith – General Counsel, Corporate Secretary and Senior Vice President – Human Resources.
- Kevin Mooney – Chief Financial Officer.
- Jay Rein – Vice President – e-Commerce.
- Graham Nichols - Vice President and General Manager- Europe, Middle East, Africa, Asia.

*Worldspan Data Centre*

The Worldspan system and its Data Centre enable agents to book with 474 airlines, 227 hotel chains, over 29 car rental companies, 40 tour and cruise operators, and 40 specialist suppliers. The technology heart of Worldspan's distribution service is its Data Centre in Atlanta, which runs application software comprising more than 33,000 programmes. It has an average of 39.6 million PNRs (Passenger Name Records) in its system at any one time. The Worldspan system is capable of processing more than 10,000 peak messages per second with currently installed hardware.

Worldspan does not own any retail or on-line travel agencies and hence do not compete with its customers.

A multi-million euro investment programme to convert Worldspan travel agents to Internet Protocol (IP) connectivity has helped ensure peak performance from Worldspan's products, many of which are Internet-based. Worldspan's product family comprises:

**Desktop Solutions**

- Worldspan Go!<sup>SM</sup> – A desktop, Internet-based reservation solution. It provides direct access to the Worldspan global reservations system and complete travel planning and booking capabilities – all through the agent's Internet-enabled desktop, in the office, at home or remotely. Using Go!, agents can access a wide range of fares, pricing and booking information as well as travel-related products and services.
- Worldspan Go!<sup>SM</sup> Express - A user-friendly application that 'reads' the user's initial entry and intuitively displays clickable options for next steps in the booking process, with ready access to handy Scripts and Worldspan Help pages.
- Scripting – Scripts are a feature of Worldspan that allows subscribers to create and modify their own fill-in screens. Designed to perform functions normally associated with a mainframe system, Scripts simplify and streamline both front office and accounting processes. Worldspan offers two main types of scripts: Go!<sup>SM</sup> Scripts and Script Pro<sup>®</sup>. Additional customised scripts are available as fee-based services.
- Rate Runner<sup>SM</sup> - Rate Runner is a web search and booking solution, offering travel agencies access to the Web content of select travel suppliers around the world, including low cost carriers. Rate Runner is fully integrated with Worldspan Go!, Worldspan's travel agency desk top system, and can be accessed without exiting Worldspan Go!

**Airline Participation**

The Worldspan system enables agency subscribers to provide comprehensive air services to their customers.

Subscribers can book 474 airlines, and can book air segments for over one million city pairs up to 331 days in advance. Worldspan offers a comprehensive line of advanced connectivity airline products:

- Worldspan Airline Source<sup>SM</sup> – This solution gives Worldspan subscribers last-seat availability and classes of service on a real-time basis through a direct connection to the participating airline's system. With Airline Source, subscribers receive instant, real-time responses to availability requests.

- Direct Sell – Bookings take place in real-time over a communication link between Worldspan and the Direct Sell participant airline's internal reservations system. If the inventory is available, the participant's record locator is added to the PNR at the end of the transaction.
- Direct Access – Subscribers can display availability, fares, fare rules and routings, schedules, seat maps, flight information and PNRs directly from the reservation systems of more than 130 participating airlines.

### **Car Participation**

Worldspan Car Select<sup>SM</sup> gives agents 24/7 access to worldwide car rental information, with best-available pricing and availability options. Within Car Select are:

- Worldspan AccessPlus<sup>SM</sup> - Provides a direct link between Worldspan and the car rental company's internal reservations system, allowing agency subscribers to instantly receive their system-transmitted confirmation numbers.
- Worldspan Car Source<sup>SM</sup> - Provides agents with real-time car rates and availability status directly from the car rental company's own reservations system..
- Worldspan Car Source Complete Pricing<sup>®</sup> - Provides the total car rental price including mandatory fees, taxes and surcharges at the time of rental.
- Worldspan Fully Inclusive Car Rate - A recently introduced category which integrates all applicable fees, taxes, charges and required insurance payments to create a single 'drive away' package price.

### **Hotel Participation**

Worldspan Hotel Select<sup>SM</sup> - Provides agents with comprehensive hotel information around the world, using hotel vendors' internal reservation systems. Within Hotel Select are:

- Worldspan Integrated Hotel Source Availability<sup>SM</sup> and Rate Range - Featuring functionality that returns real time hotel availability status and rate range directly from the hotel's database and integrates it into the initial Worldspan hotel list display.
- Worldspan Hotel AccessPlus<sup>SM</sup> and Hotel Source - Allows users to access a hotel's internal reservation system for rates, availability and rate rule information thus delivering the most current, accurate information.
- Pre-Paid Hotel Program - Available as an automated Web product or via a desktop PC, Worldspan's technology collaboration with hotel distributor Hotels.com gives agents free data and booking access to more than 7,000 hotels worldwide.

### **Rail Participation**

Worldspan provides agencies with direct, online booking, ticketing and printing capabilities.

Rail reservations and tickets can be produced for Europe, the United States and Canada. Rail suppliers accessible through Worldspan include SNCF, UK domestic rail, Eurostar, AccessRail, Amtrak, and Via Rail. Additionally, Worldspan provides services on Italian Rail, Swiss Rail, Belgian Rail and Spain's Renfe.

### **Ferry Participation**

Worldspan Ferry<sup>SM</sup> - A Web-based ferry booking solution giving travel agents full booking capabilities with a growing range of European ferry operators: more than 30 are currently accessible.

### **Fares And Pricing**

Worldspan's Fares and Pricing is a source for worldwide fares, pricing and rules, processing more than 53 million fares and pricing transactions daily. It maintains 13

months of historical fares and rules data. It offers a broad GDS integration of ATPCO Automated Rules for pricing accuracy.

### **e-Pricing<sup>SM</sup>**

e-Pricing is a low-fare shopping technology, offering a wide range of pricing and booking capabilities, all processed on Worldspan's server farm. e-Pricing has the capacity to search millions of fares and hundreds of thousands of itinerary options to find the lowest available fares for travellers. Searches are completed within seconds with just one entry and available itineraries are returned within an integrated display ready for instant bookings. Worldspan has built a number of flexible search options such as Flex Airport and Flex Day.

### **Worldspan Power Products**

These are solutions for agents' fares, pricing and shopping needs and comprise:

- Worldspan Power Shopper<sup>SM</sup> - An itinerary and pricing search tool for both domestic and international flights.
- Worldspan Power Pricing<sup>SM</sup> - Domestic and international itinerary-based pricing tool for business and leisure travel.
- Worldspan Power Flight Search - A fare-driven search tool that suggests the best travel times to get the lowest fares.
- Worldspan Power Quote<sup>®</sup> - A non itinerary-based fare search tool to match applicable fares to travel intentions.
- Worldspan SecuRate Air<sup>SM</sup> Plus - A negotiated fare database product, utilising browser-based technology and the latest industry-based standards for fares and rules storage.
- SecuRate Air Private and SecuRate Air Net - Negotiated fares database product for the display and pricing of airline fares filed via ATPCO's private and negotiated fare categories (15, 25 and 35), presented in an entirely integrated and automated environment.
- Worldspan Total Rates - This solution provides integrated look-and-book capability for published and negotiated fares, combined with low-cost airline Web fares, consistently displayed on a single screen.

### **Documentation**

- E-Ticketing - Electronic ticketing has fast become the preferred method of ticketing for carriers, travel agents, e-Commerce businesses and travellers alike. E-tickets are stored on the validating carrier's e-ticket database and are accessible to the issuing agency location, or its authorised branch, via a direct connection link between Worldspan and the carrier. Worldspan currently offers e-ticketing in more than 60 markets and supports e-ticketing for 40 airlines.
- Daily Documentation Log - This administration tool helps reconciliation of daily ticketing activity, tracking transactions and retaining information online for the entire BSP (Billing and Settlement Plan) reporting period.
- Automated Refunds - Provides travel agencies with an easy and efficient way to report the refund of documents to the local BSP. Automated Refunds is an electronic ticket and paper document template process used to automatically report refund information to local BSPs, and holds up to 13 months historic ticket data.
- Automated Multi-Purpose Documents (Auto MDs) - Worldspan has brought automated functionality to its EMEAA agency subscribers in the form of Multiple Purpose Documents. This new BSP-compliant automated document can be used for a variety of travel-related services in the same way that agents have so far used manual MPDs. The template-based automated functionality provides not only a time-saving tool, but also ensures integration of this document type into BSP

settlement.

### **Client Profile Management**

- Worldspan World Files<sup>SM</sup> - A comprehensive database for maintaining travel information and individual profiles that can be copied into PNRs.
- Worldspan Interactive World Files - Interactive formatted templates that can be copied into a PNR to work immediately with hotel, car and availability preferences.
- Worldspan World File Edits - Instructions stored in a template to ensure specific fields are included in a PNR prior to ending the transaction.

### **Itinerary Distribution**

Worldspan My Trip and More<sup>SM</sup> - Accessed via a dedicated Web site, My Trip and More lets travellers access their itinerary and a wide range of related information, any time, anywhere.

### **Corporate Travel**

Worldspan Trip Manager XE<sup>SM</sup> - An online self-booking tool that lets business travellers book their own trips by accessing published, Internet and negotiated fares in line with corporate travel policy, and incorporating additional information functions.

### **Travel E-commerce**

Worldspan supports four of the top six major travel booking Web sites. During the 12 months ended December 31, 2005 Worldspan processed approximately 64% percent of online global distribution system (GDS) airline transactions made in the United States.

Worldspan provides strategic, Web-based, end-to-end solutions that offer integrated travel content, trip planning and booking, corporate travel management and more. These solutions range from online applications for specific availability, pricing and reservation services to the integration of Internet Booking Engines so that a Web site can handle reservation transactions.

### **Messaging**

- XML Pro - a data exchange technology with multi-tasking features that enables global travel agencies and online Web sites to build fully functional travel applications with XML. Integrated Message Broker (IMB) is a new development that will further extend XML Pro's functionality and benefit. It is a Java-based, platform-independent solution that functions as a messaging nerve centre, supporting multiple messaging suites and formats, and consolidating multiple messaging platforms.
- Universal Messaging - This data exchange technology helps to build fully functional travel applications with industry-standard code. It enables users to send messages in a structured format and get access to large volumes of travel inventory data in one message.

## ***Support and Training***

The first level of support for agencies is the Worldspan Customer Assistance Centre. Technical Sales Specialists provide support to the customer and are experts in Worldspan technology and functionality.

### *Helpdesk and Customer Assistance Centre*

The Worldspan Helpdesk functions for the UK are provided through strategically placed Centres of Excellence located in Brussels and Bucharest. The Helpdesks are open for telephone support 24/7.

### *Fault Reporting Procedures*

All problems are reported in the first instance to the local helpdesk where they are

assessed as critical or non-critical, and assigned a severity rating, based on loss of capability. The helpdesk will diagnose and, where possible, resolve the fault. Continuing problems are referred, as appropriate, to external providers or organisations, or elsewhere within Worldspan.

*Worldspan Technical Services and Support*

Worldspan's technical services and support team oversees the installation and movement of Worldspan-owned equipment. As well as a dedicated team of pan-European engineers, Worldspan has a technical support team that works with the helpdesks to provide telephone support and provide fast resolution of technical issues. The technical service teams are headed up by group of Technical Support Analysts who can provide even greater expertise and specialist support.

*Training*

Worldspan can provide effective and expert training through a variety of tools: the Global Learning Centre, phone support, e-Learning via the web, customised virtual classrooms and onsite consulting services. Through its Global Learning Centre, Worldspan offers hundreds of online training services to help agents acquire, develop and refresh the professional skills needed to get utilise their technology. The e-Learning service can be accessed at any time, in or out of the office. For subscriber training, a variety of courses are available from three-day sessions for new users to one-day sessions for specific solutions such as Fares and Pricing.