PROJECT PROFILE

FLYMATE by RESERWAY
ONLINE TRAVEL TOOLS FOR IATA AGENTS

reserway
travel made simple

RESERWAY TRAVEL TOOLS FOR IATA AGENTS

The travel industry requires some of the most sensitive and complex computational requirement than any other domain. Reserway Technologies has developed processes and adaptable technology sets through series of research and development. We are the first to parse certain proprietary informations and developing wrappers to communicate between proprietary platforms.

Our experience in dynamic blend of strategy consulting and system integration services to help organisations to architect and build businesses in the global scenario. Our distributed algorithms and advanced computing techniques have lead us to the industry leaders and guide to move away from expensive hard ware installation and systems for developing these solutions. We've developed a unique way to store, calculate, and distribute seat availability and flight schedule data, in order to satisfy millions queries an hour.

Reserway is riding ahead on the threshold of new generation technology that is changing the very future of travel business today. Combining the core advantages of IT and advanced software technologies, with high problem-solving skills and deep domain knowledge, Reserway's solutions deliver improved quality and flexibility to the travel industry and higher efficiency for Travel Agents, Tour Operators and passengers. Reserway is a leader in software solutions for the travel, tour and holiday operators. It's business concept is to be the leading single stop solution providers for the technological needs of :

- ➢ Tour Operators & Travel Distributors
- ➢ Hospitality Businesses
- ➢ Destination Management Companies
- ➢ Airline Ticketing Operators
- ➢ Event Planners & Management
- ➢ Corporate Travel divisions

Our range of solutions can help you to optimise processes and increase productivity to handle more businesses. Reserway's Travel governance solutions eases the transition to futuristic platforms by providing a means to reduce risk, maintain business alignment, and show the business value to the management and ultimately guide the organisation to measurable success. Best of the management principles and business wisdom are followed meticulously while conceiving our solutions.

Reserway Flymate solution includes:

➢ Reservation Systems (integrated web reservation)
➢ Automated Fare Management Tool
➢ Customer credit and service management system
➢ MIR parsing and integration
➢ E-ticket customisation and real time generator
➢ Back Office system to manage air, car, hotel, cruise & travel activity contracts
➢ GDS, 3rd party and direct supplier connectivity for travel inventory
➢ Systems Integration to in-house and 3rd party systems
➢ Inventory Distribution via XML / Web services
➢ Automated Tour Itinerary Tools
➢ Hotel inventory public GDS system
➢ Integrated secured web hosting solutions

Reserway's innovative and wider service specter is the prime and important element in our business model that helped us to make faster inroads to the travel industry. We are personalizing our services and guiding our customers at each phase, by successfully guiding them to integrate new e-business software model to their business. All our solutions enable our clients to communicate, collaborate and manage their total business with ease and peace of mind.

With the high degree of interaction with our clients, we try to understand their requirement, their operating systems and what exactly they are looking for from us. It goes without saying that we also have a very strong after sales support.

Reserway's products are offered as Hosted (SAAS model) or in house managed solutions with License agreements. For the hosted service; hardware, software, technical staff for maintaining the core solution are offered by Reserway. Reserway assures 24 x 7 service and guarantees 99.9% uptime. In the license model, the customers will be operating the applications internally on their own hardware, which shall be managed and supported by their employee engineers.

➢ **Reserway operate in a highly secured environment:** Reserway's hosted solutions operate in a high security framework and are hosted at reputed data centers around the globe to assure maximum security and redundancy. We follow industry standard encryption technologies to communicate and store sensitive data inside the application.

➢ **Highly customizable:** Reserway's software solutions can be tailor made to enable the exact customer requirement or to suit the market pressures and business practices of each customer. This is made possible by our supreme skills to understand the work bottlenecks

to offer solutions that perfectly address these.

➢ **Service Scalability:** Reserway's services are easy to scale up. The systems are designed and developed to ensure rapid scalability of service without affecting the operations. The architecture planning and databases are designed to fulfill this requirement.

➢ **System features are cons and updated:** Reserway products are constantly updated to ensure that our customers get a competitive advantage in the marketplace.

➢ **Shortest development time:** Our technology and architecture along with our unique development processes enable us to incorporate rapid delivery of customizations and new requirements. Our travel know how and supreme understanding of work flow helps us.

➢ **Solutions built on leading edge technology:** Reserway products are based on 'n' tier technology and open architecture concept that help us to be cost effective and futuristic. Our solutions are designed and developed on hybrid technologies to ensure the very best of leading technologies.

➢ **Forefront of Technology:** Reserway ensures that all it's customers gain wider technology presence, enhanced credibility and visibility, to build and update their profile as a techno-savvy travel company with a streamlined work flow.

Reserway solutions eliminate the technology gap by addressing even the smallest bottlenecks with the help of advanced yet affordable solutions. They are necessarily be easy to use; to book, manage, integrate and distribute travel inventory with the help of state-of-the-art technology solutions packaged as a robust and efficient SAAS application. Applications are developed on web 2.0 Internet technologies, next generation development tools and hosting facilities. Reserway can enable travel & tour organisations to gain very competitive edge over the traditional solutions with it's thrust on cost saving methodologies. Our aim is to offer solutions that simplify the work flow, assure better customer service, ensuring shortest response time, but all at Lower operational costs. Reserway believe, in the emerging scenario, to be successful, travel businesses needs to be cost efficient without touching the customer experience. Automation of work flow and powerful collaboration is the answer to it – there is no better destination to meet such solutions than Reserway.

RESERWAY SOLUTIONS

Reserway presents different solution for travel agents to choose from. They are as follows:

➢ **Reserway LIVE**

This is the entry level package where the clients will be using the software for searching the flights and create bookings on GDS. Once the bookings is created, the user can forward the bookings tom the agent's pre-defined GDS Queue

➤ **Reserway DEBUT**

This the minimum package where the agents can use a part of potential features of the Reserway Solution. They can start using all the interface features of the solution with auto approval of the ticketing.

➤ **Reserway NETGO**

This package provides the complete solution for B2C business operations. Those agents wants to implement the solution for the B2C segments needs only this package and the administrative tasks has been minimized for this.

➤ **Reserway BUSINESS**

As the name implies, the Business package has designed keeping it in mind that, it should provide the ultimate control over the portal for its owners. This package will give you all the flexibility with superior management capability for running the solution hassle free and smoothly

➤ **Reserway PREMIUM**

This is the best solution that an agent can implement. It has all the features and controls built in for managing the solution.

PRODUCTS PROFILE

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DETAILES OF FEATURES AVAILABLE WITH VARIOUS PACKAGES

Reserway LIVE

Debut is the basic and is a low cost package of Reserway. This is meant for small sized IATA agents who want to go online. The basic features are as follows:

1. Flight Seat Availability Search
2. Intelligent Search Form Submission
3. Detailed Travel Itinerary Results
4. Detailed Fare Rules Display
5. Automatic User Details Form Filling
6. Web2 Technology Enabled
7. Single Server Contact till Booking
8. Advanced & Secured Back Office
9. Next Generation Web Interface
10. Single Window Multi Tab Design
11. Customer Creation & Management
12. Corporate & Sub Agent Module
13. Unlimited Customer Type Creation
14. Class-wise Charge Settings
15. Airline Discount Distribution Settings
16. Catching DB Based System Architecture
17. User Managed Service Tax Settings
18. Bookings Queue for Ticketing
19. Agent Queue on GDS
20. Multiple PCC with Queues Management

Reserway DEBUT

Debut is the next level Package where the agents can start explore the possibilities of the Reserway. This will enable the agents to integrate more user functionalities for their clients. The features are as follows:

1. Reserway LIVE features +
2. Price, Arrival, Departure, Duration & Number of Stops Based Sorting
3. Price, Arrival Time, Departure Time, Airlines & Connecting Cities Based Filters
4. Customer Administered User Management
5. Customer Administered Booking Management
6. Limited Class Search for the Sub Users
7. Sub Agent Service Charge Addition
8. Branch & Designation Management
9. Customer Credit Limit Settings
10. Detailed MIS Reports Possible

11. Auto Ticketing up to Customer Credit Balance
12. Customisable E-ticket Integration

Reserway NETGO

Package NETGO is the ultimate solution for the IATA Agents which provide all required features for the B2C online travel solution. The features available for this solution as follows:

1. Reserway DEBUT +
2. Administrative User Management
3. Rolls Based User Permissions
4. Automatic Approval Option on Credit Balance
5. Airline-wise Charge Settings
6. Region-wise Charge Settings
7. Tour Code Assign & Management Settings
8. Travel Portal Designing or Integration
9. Automated Guest User Registration
10. Guest Customers Enabled for B2C
11. Flexible Guest Charge Management
12. E-Com Integration for Direct Payment

Reserway BUSINESS

Package Business is the optimum solution for the IATA Agents which provide all required features for the B2B online travel solution. The features available for this solution as follows:

1. Reserway DEBUT +
2. Multiple PCC Based Bookings Enabled
3. Counter Booking with Live Service Charges
4. Easy Dash Board for Process Approvals
5. Administrative User Management
6. Rolls Based User Permissions
7. Hierarchy Based Customer Credit Approval
8. Sequential Credit Approval Option
9. Automatic Direct Credit Approval Option
10. Airline-wise Charge Settings
11. Region-wise Charge Settings
12. Tour Code Assign & Management Settings
13. Multi HAP Based Booking Distribution
14. Travel Portal Designing or Integration

Reserway PREMIUM

Premium Package is the total Reserway solution for the IATA Agents which provide all required features for the B2B as well as B2C online travel solution. The features available for this solution as follows:

1. Reserway DEBUT +
2. Multiple PCC Based Bookings
3. Automated Guest User Registration
4. Counter Booking with Live Service Charges
5. Easy Dash Board for Process Approvals
6. Administrative User Management
7. Rolls Based User Permissions
8. Hierarchy Based Customer Credit Approval
9. Sequential Credit Approval Option
10. Automatic Direct Credit Approval Option
11. Guest Customers Enabled for B2C
12. Separate Guest Charge Management
13. Airline-wise Charge Settings
14. Region-wise Charge Settings
15. Tour Code Assign & Management Settings
16. Multi HAP Based Booking Distribution
17. Customisable E-ticket Integration
18. Travel Portal Designing or Integration
19. Multiple Currency Market Pricing Enabled

PRODUCT FEATURES

FLYMATE by RESERWAY
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Details of Reserway Flymate Features

1. Flight Seat Availability Search

This module provides the connectivity solutions between you and the airlines through GDS/ Private DB to get the flights available with seat and class availability. Reserway use FQFS (Fare Quote Flight Specific) method for take down the hit charges to assure that your solutions are competitive enough.

2. Intelligent Search Form Submission

User search for automatically recognize that the search is domestic or international. The result is a single form can be used for both type of searches.

3. Price, Arrival, Departure, Duration & Number of Stops Based Sorting

Different types of sorting will help your end users to fine tune the searches very easily and will help them to find out their choice of flights very quickly.

4. Price, Arrival Time, Departure Time, Airlines & Connecting Cities Filters

Sorting can only help the visitors to arrange the results but the filters will help them avoid seeing the flights those does not match with their criteria. Different combinations of filters and sorters presents a fabulous search result to the viewers.

5. Detailed Travel Itinerary Results

Reserway provides complete details about the flights those the viewers need to know. It consist of Flight No, Class, BIC & Equipment, Terminal records, Fare and Tax details etc.

6. Multiple Currency Market Pricing through Multi Nation HAP

Reserway proudly presents the multiple currency market pricing through multi-nation HAP under a single domain – a first of its kind any where. Auto HAP chooser module adds more flexibility and reliability for this feature. So wherever you choose to operate your office, your portal will automatically enabled for that.

7. Multiple PCC Based Bookings

You can control all your bookings distributed via your all available PCCs. This will help you to distribute your bookings through your branches and hence your airline quota.

8. Detailed Fare Rules Display

The portal is capable of displaying the fare calculations in a very detailed and informative way. This will comply with latest IATA rules and regulations.

9. Automated Guest User Registration

If you want to provide B2C segment, the new user registration will happen automatically. This will help your customers to enter their details from the system memory.

10. Automatic User Details Form Filling

The solution will memorize the pax details entered and your clients can recall the same to fill all the details.

11. Customer Administered User Management (B2B)

Reserway back office provides facility to your clients to create and edit the users of the portal under their credentials. This will help them to create multiple users for sub-agents and corporates.

12. Customer Administered Booking Management (B2B)

For the B2B segment, Reserway gives your clients an ultimate transaction control feature – Booking approval for their sub users. This will help the corporates to make easier their travel plans.

13. Limited Class Search for the Sub Users

While creating the sub-users of the clients, they can be locked against the search in classes. This will help the corporates to provide access to all of their frequent flying staff on the portal so that they can directly search the flights.

14. Counter Booking with Live Service Charges

The system can be enabled for Agent's counter staff using too which will help the agent use the system by unskilled employees too hence save money on HR.

15. Sub Agent Service Charge Addition

When the solution is using by the Sub Agents/ Business Associates, an additional column for adding their mark up will appear while continue for booking. This will help the sub agents add their service charge which will reflect on the booking charges too.

16. Web2 Technology Enabled

The entire solution is built on next generation technology so that the browser enhancement – which is a normal process and happens online frequently – will not affect the presentation.

17. Single Server Contact till Booking

Since we are using the advanced technology, once the search page is presented before the viewers, all browser actions till the bookings happens on client side which is a well advanced feature that saves time and improves the efficiency.

18. Advanced & Secured Back Office

We are using very advance level server security standards to make sure that your business details will be safe in our system. Application is hosted with world class hosting facility to ensure the server time is 99.99%.

19. Next Generation Software Interface

Applications are developed on web 2.0 Internet technologies, next generation development tools and hosting facilities. Our interfacing experts proved that the back office is smooth enough to browse through.

20. Single Window Multi Tab Design

Reserway is keen on ensuring the administrative staff have access to a wide number of interface simultaneously so that they will have a comparative analysis on the booking status and customer satisfaction.

21. Easy Dash Board for Process Approvals

The back office with equipped with a unique customer credit work flow management feature – *CreditQ*. All the credit management tasks such as multi level approvals to ticketing are available to users vide auto refresh tabs in the Dash board to ensure that the customer's request will be attended very soon.

22. Branch & Designation Management

Reserway gives you maximum control over the solution we provide. You can create your branches, employees to administer the portal, their designations, contact details etc to enable you with maximum flexibility and reliability.

23. Administrative User Management

Once you created the administrative users of the solution, you can then assign various permissions based on their designations. This will help to assure the safety as well as privacy of your business concentrated only with your loyal staff.

24. Rolls Based User Permissions

For the ease of operations for assigning the user permissions, you can create different rolls for different designations. When an employee assigned to a designation, he will get the roll permission automatically. This is applicable when a large number of employees are assigned for the administrative purpose.

25. Customer Creation & Management

For the Business 2 Business activities, you can create a customer under different customer types such as Sub Agents, Corporate etc. While creating the customer, you can provide their contact details and give different configuration for controlling the customer activities.

26. Customer Credit Limit Settings

The back office with equipped with a unique customer credit work flow management feature – *CreditQ*. You can assign your employees to manage the customer credits and in different levels too.

27. Hierarchy Based Customer Credit Approval

The customer credit can be managed by employees in hierarchical level so that low level employees can be assigned to manage up to a pre-fixed amount and above that higher level employees can manage the credit limits.

28. Sequential Credit Approval Option

This is an add on feature of CreditQ where the approval process will happen in a sequential order of available hierarchical approvers. If the credit comes in a higher level of the first level approver, then also the booking will be queued for their approval too.

29. Automatic Direct Credit Approval Option

This is another option of CreditQ where the booking will be queued to only those approvers who need to approve that. This feature can be used for your premium level customers to avoid

unwanted delay.

30. Guest Customers Enabled for B2C

For the Business 3 Customer versions, the guest customers can be controlled by the back office administrators for their fare calculations and other features. The guest customers / walk in customers are different for each currency that you choose to operate.

31. Separate Guest Charge Management

The fare mark ups and discount distribution for the Guests can be managed by the portal administrators very efficiently from back office for each currency.

32. Corporate & Sub Agent Module

The customer levels in the system are classified into three major modules such as Sub Agent Module, Corporate Modules and Counter staff modules for getting different data collection details. For the Sub Agent module, they can add service charge where for the corporate sectors its not possible.

33. Unlimited Customer Type Creation

Under the customer levels, you can create unlimited customer types. Customer types are the group of customers where the administrators can assign fare settings to a group rather than doing it individually.

34. Class-wise Charge Settings

Reserway offers different types of Charge Settings for adding your mark up with the fare available from the providers. With this feature, you can set up the mark up in class wise – First Class, Business and Economy. And this is possible in multi level too; up to an amount x% and above that the same can be y% etc.

35. Airline-wise Charge Settings

This is the same feature as the above one but the charges can be added to the normal fare based on the airlines. This feature gives you the freedom to add more charges for those airlines who gives you less commission.

36. Region-wise Charge Settings

Region-wise charge settings allow you to add an additional profit for a country that the customer choose to go. This feature will be helpful to add the mark up for a short period of time for particular destination.

37. Airline Discount Distribution Settings

For the business associates, some times you have to share the commission you are getting from the airlines. Reserway gives you complete freedom to set up this based on different settings.

38. Tour Code Assign & Management Settings

Assigning tour codes while ticketing is a venturesome step when you do it manually. Reserway gives you the ultimate solution for this. You can predefine the airline agreements with the system so that it will automatically provide the tour code.

39. Multi HAP Based Booking Distribution

Reserway gives optimum control over the HAP for selecting the same on various conditions. Its based on the customer, airport to where they go etc to make sure that you will always a winner in getting the private fares for that.

40. Customisable E-ticket Integration

You can design your eticket with your logo and address which will make your brand more noticed. Even this feature can be make available for your business associates too to make them little more happier.

41. E-Com Integration for Direct Payment

For the Business 2 Consumer business you need to integrate the credit card payments and net banking feature for providing the ticket instantly. Our system provide the easiest solution to integrate the e-com very faster.

42. Catching DB Based System Architecture

Reserway uses all possible ways to catch the results to reuse the same with catch life based a unique algorithm we developed. This will enhance the speed of search and make sure that you will be charged less by your service provider.

43. User Managed Service Tax Settings

Government changes the service tax very frequently and each time when it changes, you need not contact us to get it changed. You can change the same from our back office directly.

44. Detailed MIS Reports Possible

Our data base experts have tried their best for collecting the maximum records on all of your works through the portal. We are sure that we could provide you with all type of MIS reports you required.

45. Travel Portal Designing or Integration

We have a full fledged design house to set up your sort designs very faster. We understand that your website will be the icon of your corporate image hence we have all the resources available make you happy with portal designing and integration.