

Disclaimer

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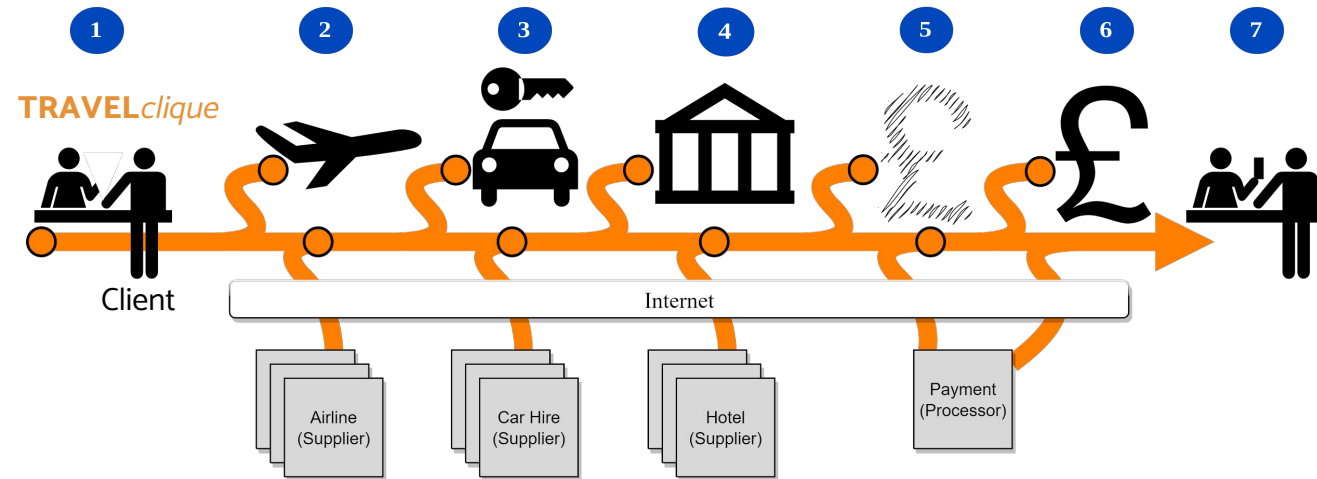
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Optimisation and Enhancement

LEE COWDREY



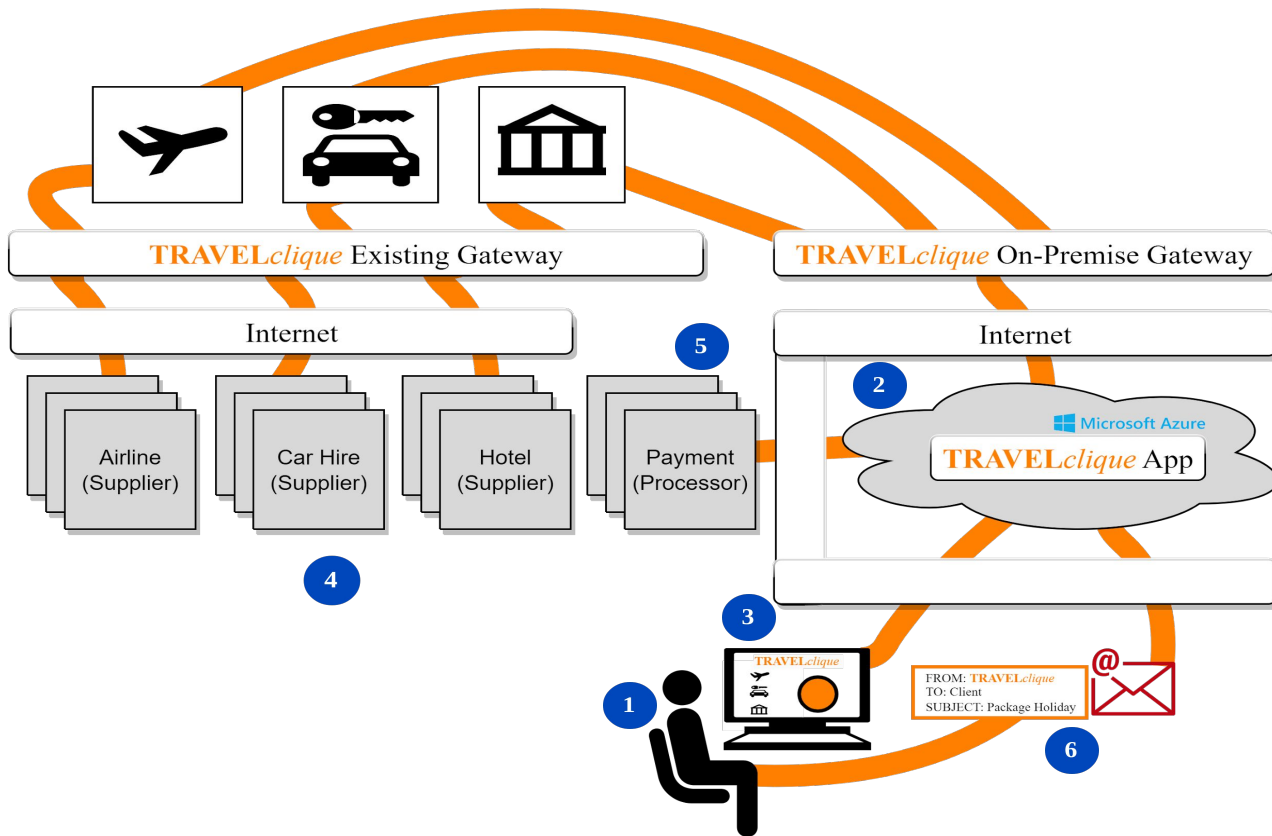
- 1 Client presents holiday package wishes
- 2 TRAVELclique identifies flight and reserves
- 3 TRAVELclique identifies vehicle hire and reserves

- 4 TRAVELclique identifies accommodation and reserves
- 5 optional, Client pays deposit
- 6 Client pays outstanding balance
- 7 TRAVELclique confirms all reservations and proceeds to ticketing

Issues seen include:

- Delays with client accepting each package item including cause reservation expiration
- Availability Change
- Price Change
- Withdrawn
- Overbooked
- Terms & Conditions not met
- Balance not paid in time (deposit)
- Payment Issues (processor failure)
- Payment Not Authorised
- TRAVELclique losing 10% time per package booking just by swivel-chair operation
- Limited ability to upsell additional package items (insurance, upgrades, airport lounges etc.)

Issues cause entire process to be restarted, with potentially all existing remaining valid reservations cancelled or client just withdrawing without purchasing anything !



- 1 Client searches for holiday package wishes via **TRAVELclique** App hosted in public cloud
- 2 **TRAVELclique** App mixes flight, vehicle, accommodation, connects back to on-site systems for availability etc.
- 3 Client makes final selection and confirms on **TRAVELclique** App
- 4 **TRAVELclique** App changes reservations to confirmations and retrieves booking details
- 5 **TRAVELclique** App allows Client to checkout and takes payment (deposit, full, payment plan etc.)
- 6 **TRAVELclique** confirms all reservations and proceeds to ticketing

Benefits

- Deployed to public cloud avoiding need for dedicated IT facilities
- Uses existing systems for Flight, Vehicle and Accommodation
- Able to automatically scale to meet demand (on-demand computing)
 - Up - when demand is high
 - Down - when no demand/idle
 - OPEX friendly Pay-Per-Use model, not CAPEX investment
 - No need to scale in advance
- Isolates and protects existing systems from Internet and malicious third-parties
- Isolated from outages due to highly available public cloud services

Recommendations

- Dedicated Internet connection to public cloud of choice (to ensure availability and response times)
- Additional gateway (on-premise)
- Public Cloud - Microsoft Azure
 - Data Centre - Cardiff (UK West)
 - Data Residency - 100% UK
 - UK GDPR compliant
 - Disaster Recovery - London (UK South)
 - Cross region replication
 - No restriction on available Azure services

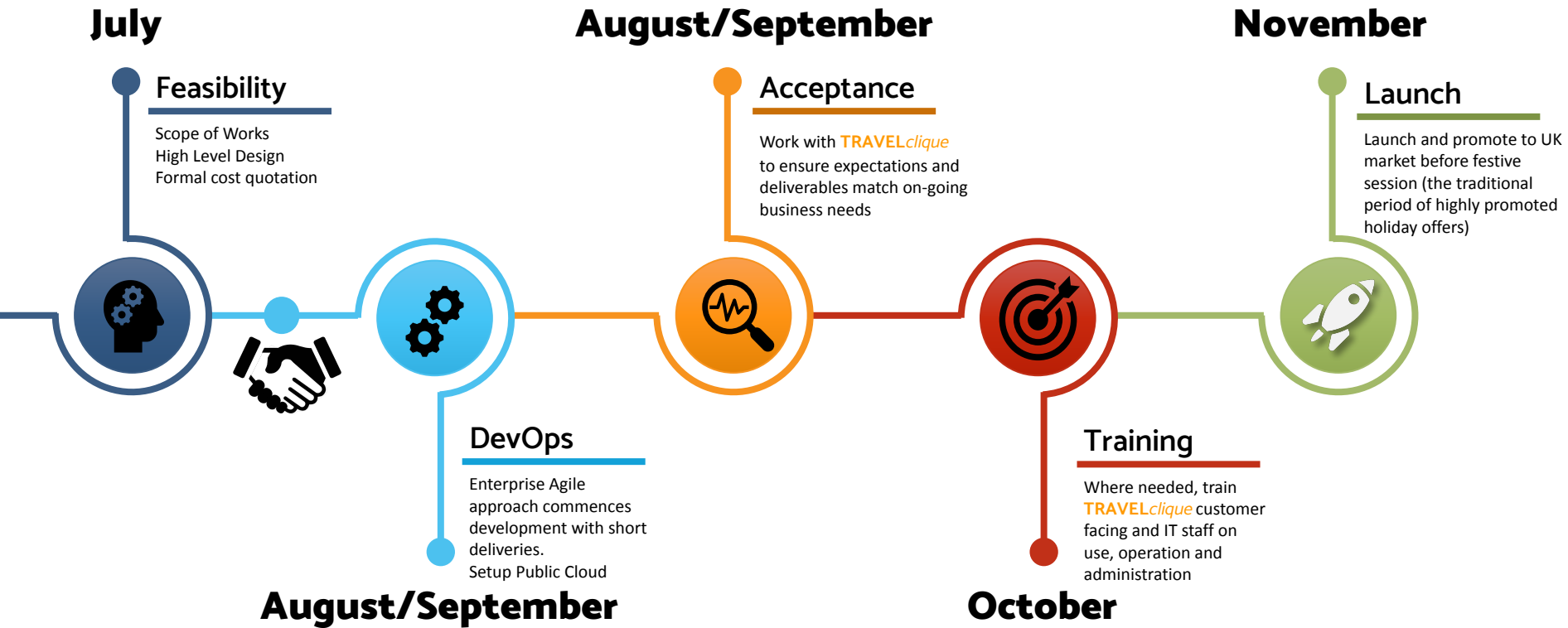
Search - Tailored

- **Partial**, **Wildcard**, drop down **List** for all items
 - Participating airlines, vehicle hire and accommodation suppliers
 - Geographic locations including airports, popular/available destinations
 - Accommodation aspects (single, double etc.)
 - Vehicle aspects (4x4, SUV etc.)
 - Minimum/maximum price
 - Dates ranges
 - Peak/Off-peak periods
- **Lists** automatically populated from connected systems and used to produce indexes for **Partial** and **Wildcard** matching

Payment - Made Easy

- Supported number of payment processors can be increased to reduce fees and provide negotiating advantage
- Payment processor can be selected based on payment need
 - Credit supplier specific (AMEX)
 - Debit supplier specific (Lloyds Merchant)
 - Loyalty Card reward programmes (Nectar)
- Allow Clients to pay through installments using payment plans offered by select payment processors (Payl8r) - **TRAVELclique** receives full immediate payment (if Client approved)
- Allows Clients to form a Savings Plan and purchase the package when the Savings Plan has reached its goal; **TRAVELclique** App can maintain reserved state (where permitted by suppliers)

- Increased brand recognition
 - Possibility to extend existing services with impacting current business
 - Possibility to extend offered services (thus increase revenue)
 - Insurance
 - Upgrades (airport lounges)
 - Foreign currency
 - TRAVEL*clique* App not just for Client's using desktop computers but also portable devices (mobile/tablet) to attract and capture the “sofa shoppers”
- Through automation and modernisation, TRAVEL*clique* no longer loses 10% time per package booking through swivel-chair operation by adopting a Client Self-Service approach
 - In-branch staff can also use TRAVEL*clique* App and move to remote-work structure, or consider extended high-street presence by opening new branches without incurring high infrastructure costs
 - Possibility to expand in to markets outside the United Kingdom



Workshop with TRAVEL*clique* team

- Determine stakeholders for project feasibility, delivery and acceptance
- Determine IT Infrastructure availability, capacity and any restrictions
- Gather license and API details of existing systems
- Gather sample data from existing systems (to be used for data modelling)
- Public Cloud
 - Determine preference (if any)
 - Determine budgetary details (if any)
 - Determine type/size of appliance for on-premise gateway

Outcome

- Scope of Works for commercial engagement
- High Level Design for technical engagement activities
- Formal cost quotation with terms and conditions

The team delivering for **TRAVEL***clique* (to be confirmed post Feasibility Phase)

- 1 x Project Manager
- 1 x Technical Architect

Feasibility Phase Only

- 1 x Commercial Specialist
- 1 x Legal Specialist
- 1 x Business Analyst

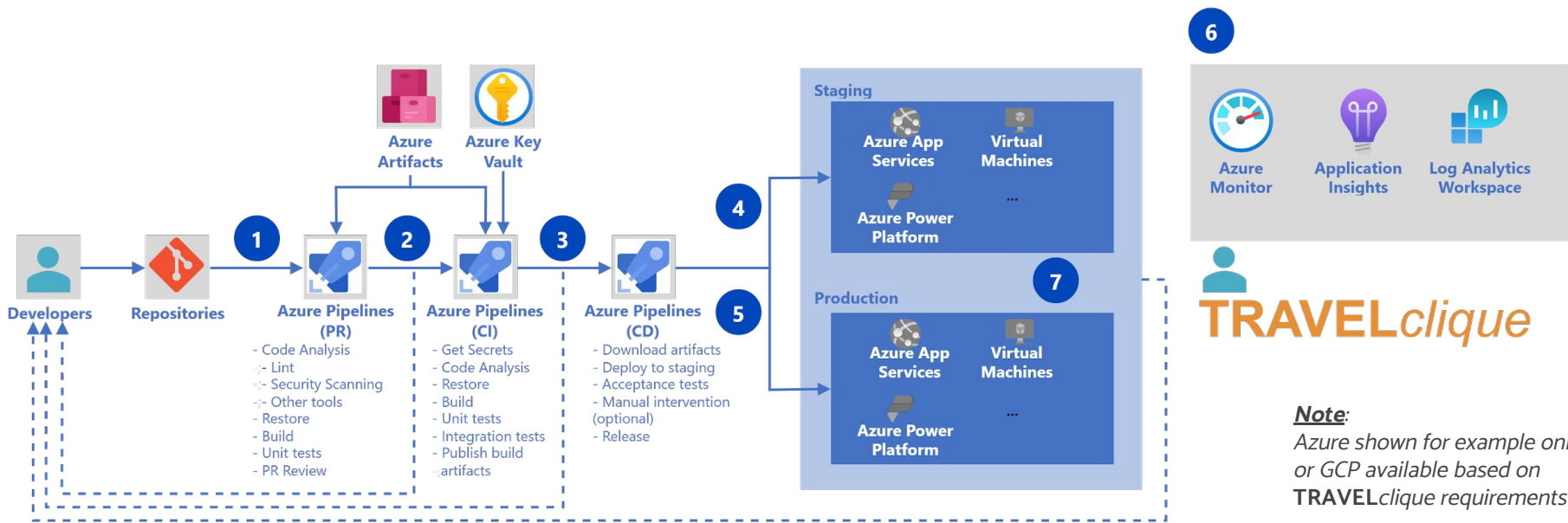
DevOps/Acceptance Phases Only

- 1 x DevOps Lead
- 2 x Back-End Engineer
- 1 x UX Lead
- 1 x Azure Engineer
- 2 x QA Engineer
- 1 x UI Designer
- 2 x Node.js Engineer
- 1 x Technical Writer/Trainer
- 2 x UI Engineer

Launch Phase Only

- 1 x Marketing Specialist
- 1 x Advertising Coordinator

DevOps & Acceptance



- 1 Developers pushes code changes
- 2 Azure repo triggers fast quality check and if no failures will merge the changes
- 3 Run integration checks & if no failures build

- 4 Release to staging + manual
- 5 Release to production (on failure, revert to prior)
- 6 Continuous Monitoring of Staging and Production
- 7 New iteration now live

Thank you for your time !

Any questions?