softvoyage

Welcome to TIM™

PRODUCT INFORMATION

Since 1987, Softvoyage delivers innovative and robust IT solutions for the travel industry.

Overview of SOFTVOYAGE

Since 1987, Softvoyage delivers innovative and robust IT solutions for the travel industry. Softvoyage solutions enable the management and the distribution of travel services for thousands of North-American Travel Agencies, Tour Operators & Consolidators, and Travel Suppliers.

Softvoyage delivers value by providing travel suppliers with low-cost management and Web distribution alternatives and by empowering Travel Agents with robust shopping, comparison and booking tools.

The purpose of this document, along with the other supporting documents available, is to clarify the company's product offering and communicate a clear understanding of each product. For all products, more information is available on the company's website at www.softvoyage.com.

Product information guides are available for the following products:

B2C PRODUCT OFFERING:

- Packages
- Flights
- Hotels
- Tours™
- Apps

BACK OFFICE PRODUCT OFFERING:

- TTS
- TIM™ (current document)
- Gulliver

Manuals are also available in French.

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INTRODUCTION

This product information guide is intended to give general notions of the product and provide minimal utilization skills. The target audience is the person who wants to learn more about the product, on its possibilities, how and what can be configured, on the project management approach that is used towards an implementation, and lastly to give an overview of Softvoyage's robust back-end architecture that ensures a reliable and highly available business network.

Softvoyage thanks you for your interest in this product. Please feel free to contact us for any comments or suggestions that you may have. You can contact your Account Manager, or send an e-mail to info@softvoyage.com.

Welcome to TIM™

Coach tours are becoming more and more popular. Baby-boomers for one, and even younger people, are discovering that organized tours are a great way to travel. Guided coach tours are effective, efficient and truly enjoyable. The time away on these trips is totally focused on what travellers are supposed to be seeing – without the stress and worry!

Consequently, Softvoyage has focused efforts on developing the right tools for suppliers and agents to enable them to efficiently offer, shop and book guided coach tours.

And the key is here: **TIM™** is the back-office system for smaller suppliers who have minimal IT system needs and equipment. By acquiring **TIM™**, they are able to upload their tours to the main Softvoyage system thus giving them exposure to thousands of agencies across the country. Overall, this brings tremendous exposure for distribution!

This also translates to a great opportunity for coach tour suppliers. Up until now, visibility and distribution for coach tours was very limited. Tour suppliers built packages and diffused them to travel agencies and placed adverts. On the Internet, searching for such tours is still difficult, and it's a toss-up on who to trust.

Now, with **TIM™**, it's a totally new ball-game. The power of distribution is nothing short than amazing, and accessible through one system, powered by Softvoyage.

Now, with Softvoyage TOURS, it's a totally new ball-game. The power of distribution is nothing short than amazing, and accessible through one system, powered by Softvoyage.

TOURS allows consumers to search for tours, offered from multiple suppliers, and reserve online. The access to all this data is consolidated, and from a unique point of entry. This is what Softvoyage is all about.

FACTS:

- Specialized coach tours are extremely hard to find unless you know the agencies and tour operators that carry them.
- Searching and shopping for tours only yields results from major tour operators; searching with internet search engines is very difficult and results are not necessarily up to date.
- **TIM™** is the link to Canada's most important dynamic shopping database.

ADVANTAGES:

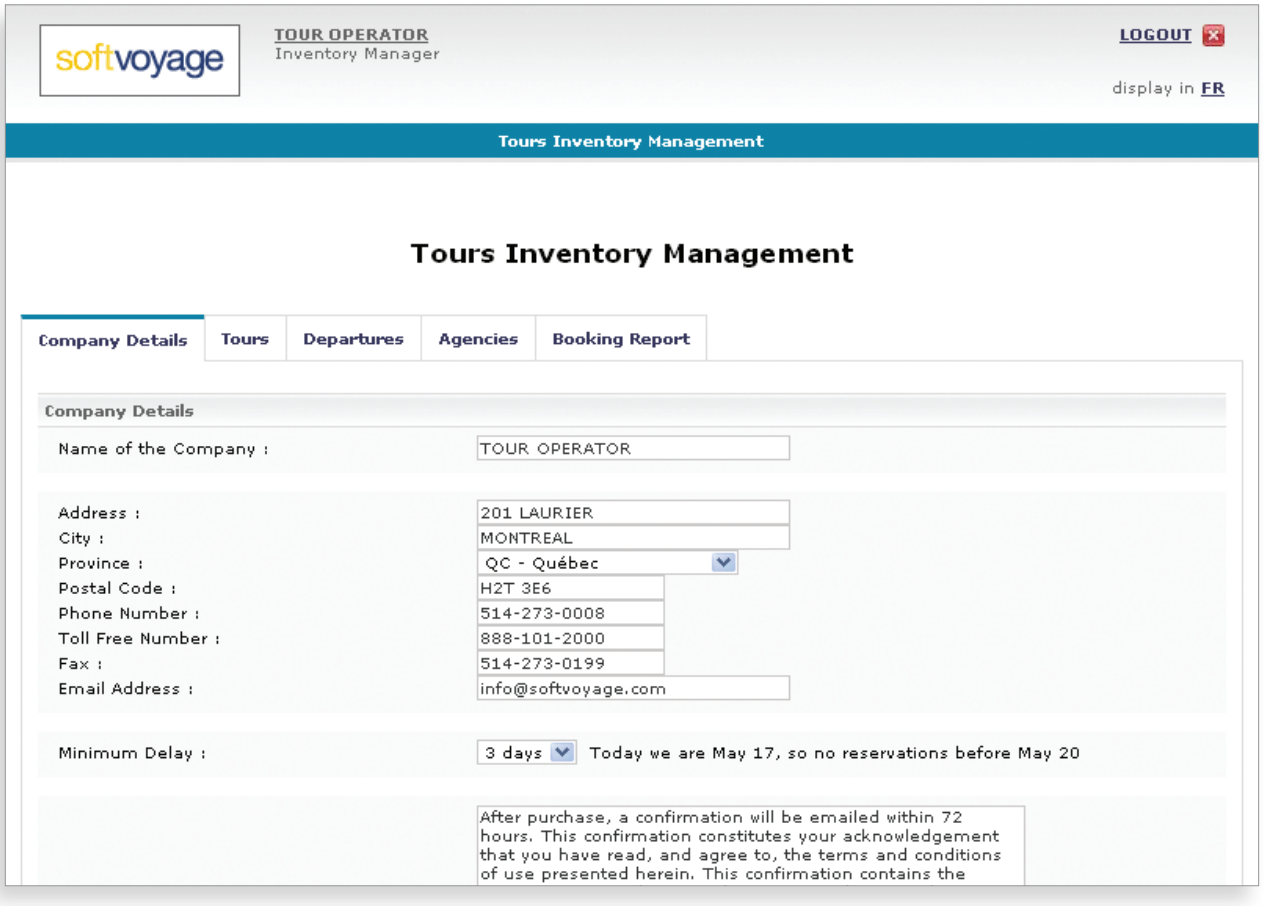
- Agencies and tour operators with **TIM™** can upload and manage their own custom tours – WOW!
- Readily available on the Softvoyage network to thousands of agencies and other tour operators for shopping and booking
- The MOST POWERFUL SHOPPING TOOL in Canada for guided coach tours
- Search engine is very precise allowing to search by specific city, duration, itinerary, date, etc.
- Small tour operators now have exactly the same exposure as other major tour operators
- EASY TO USE
- POWER OF DISTRIBUTION; connection to all main agencies and systems used for travel booking
- Fast, reliable and safe booking

Product
FEATURES

With **TIM™**, coach tour operators can easily upload their own tours onto Canada's largest distribution network. **TIM™** provides an interface to allow all management possibilities.

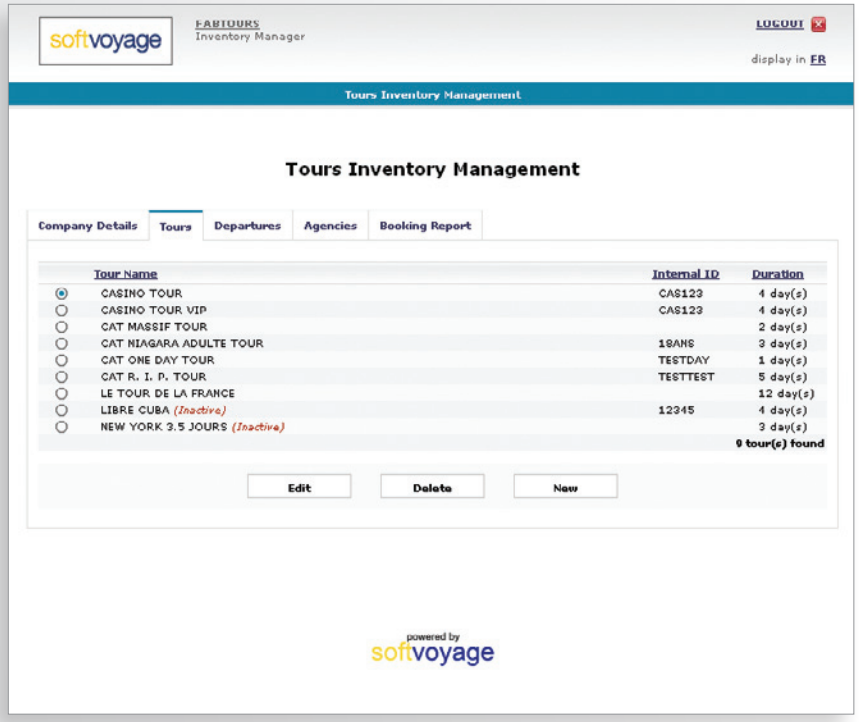
In the user interface, the possibilities are categorized under tabs.

Under ***Company Details***, the coach tour operator enters all relevant information relating to his or her company, including terms and conditions:

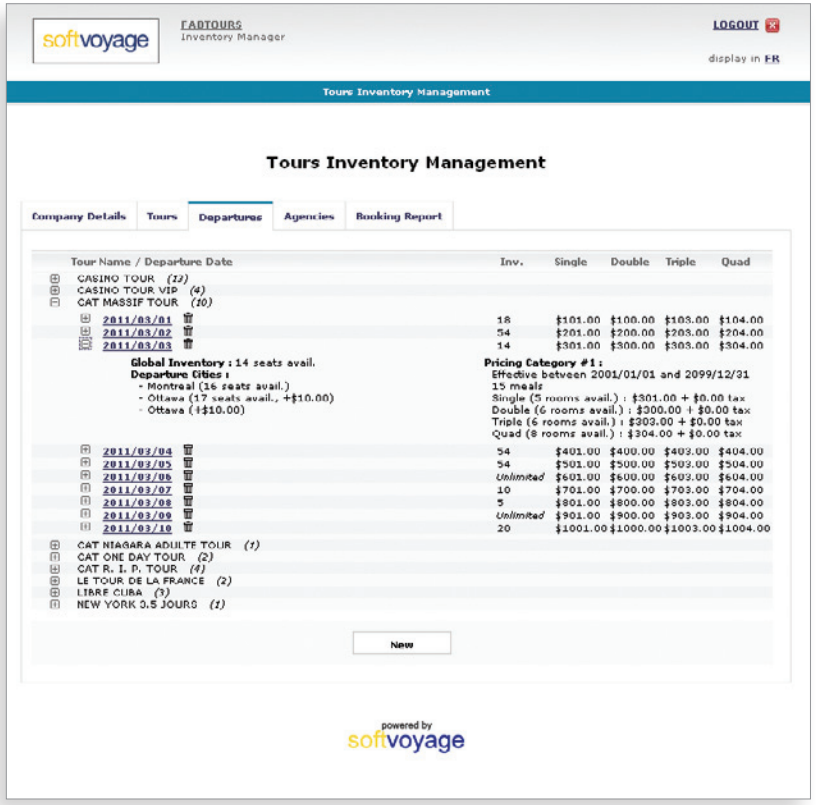


Product
FEATURES [CONT']

Under ***Tours***, the user can see all the inventory of his uploaded tours, along with levels of details (summarized).
From here, all tours can be consulted, deleted or edited:

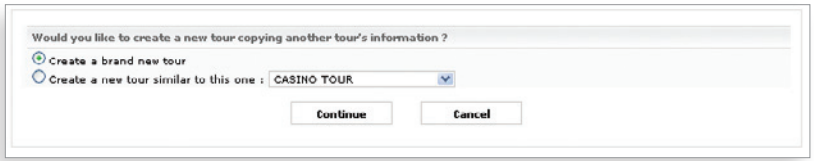


Under ***Departures***, it is possible to consult the departures and a summary for each:

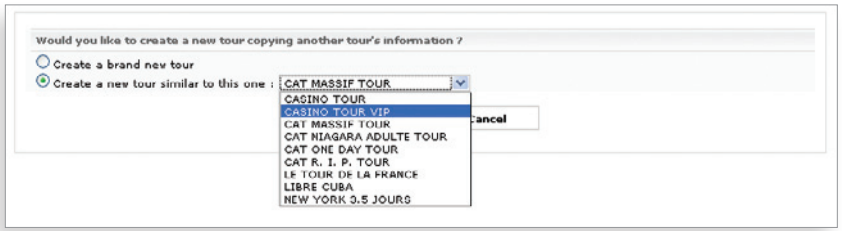


Product
FEATURES [CONT']

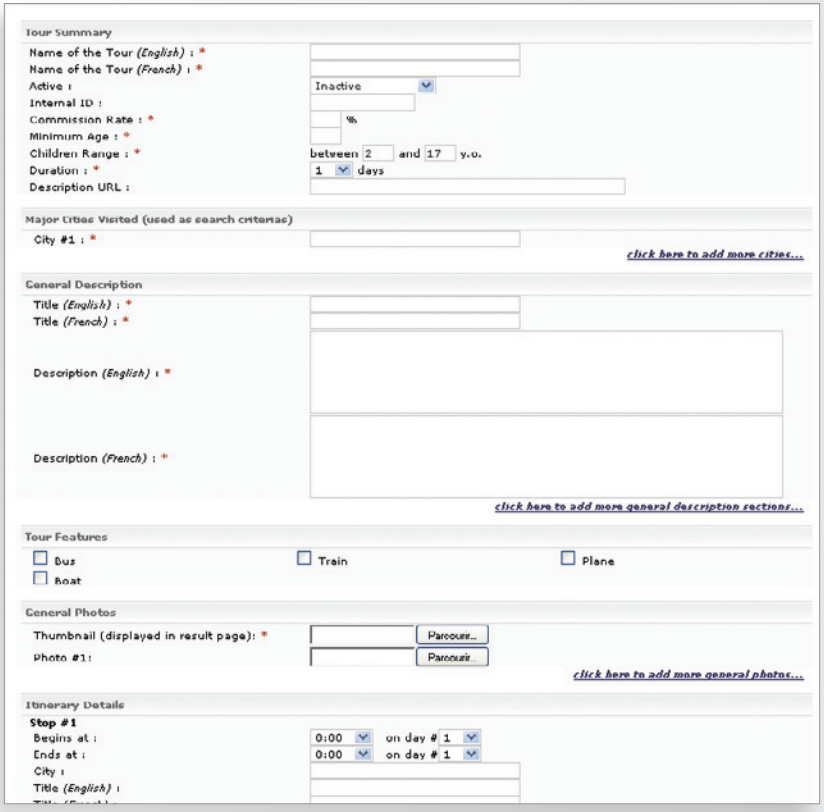
Creating a new tour is easy. It is possible to start from scratch...



or start from an existing tour so most of the information needs not be entered again:

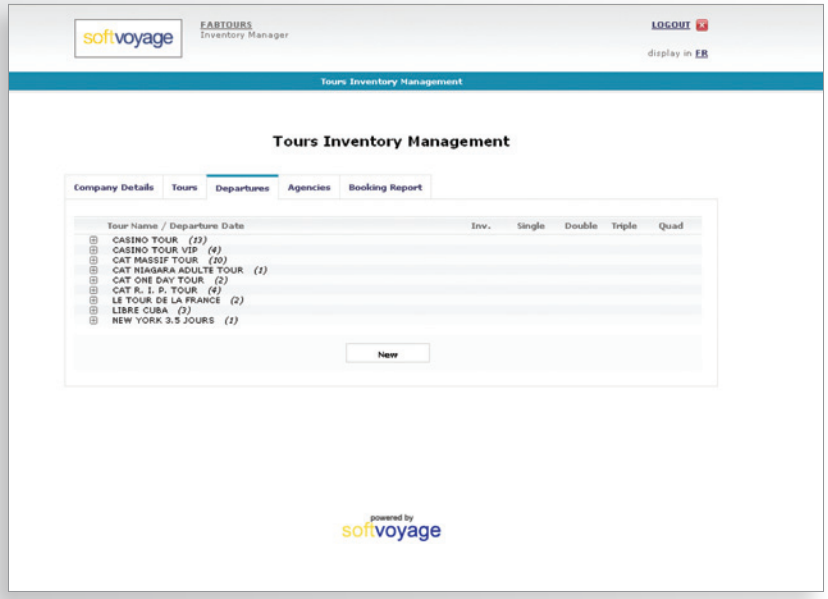


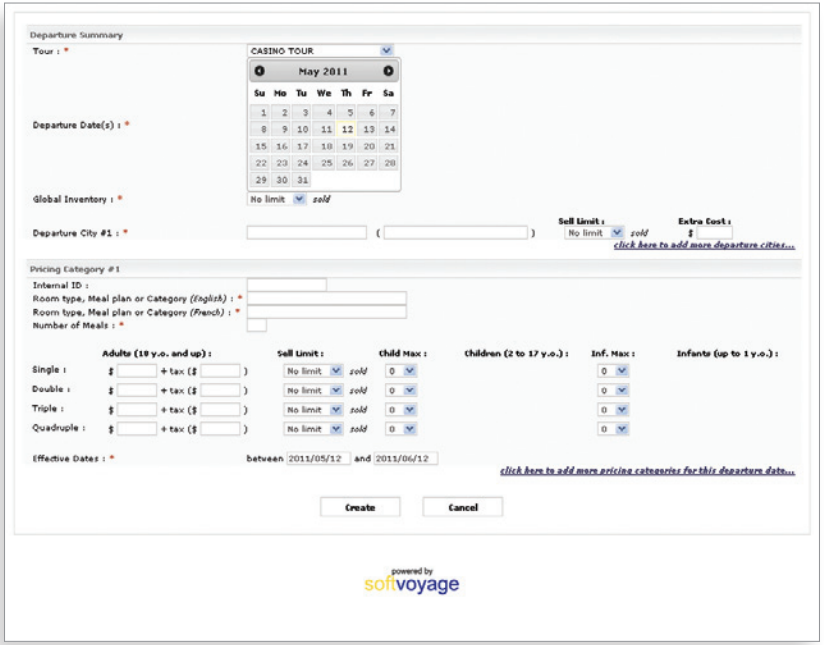
Creating a new tour from scratch is basically a fill-in the blanks operation:



Product
FEATURES [CONT']

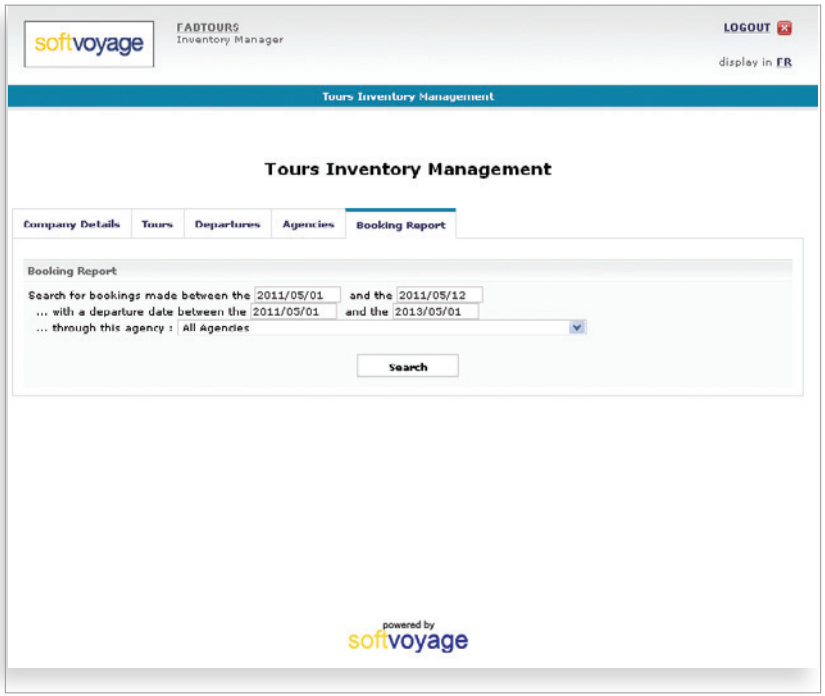
Once a tour is created, the departures and pricing details are easily managed:





Product
FEATURES [CONT']

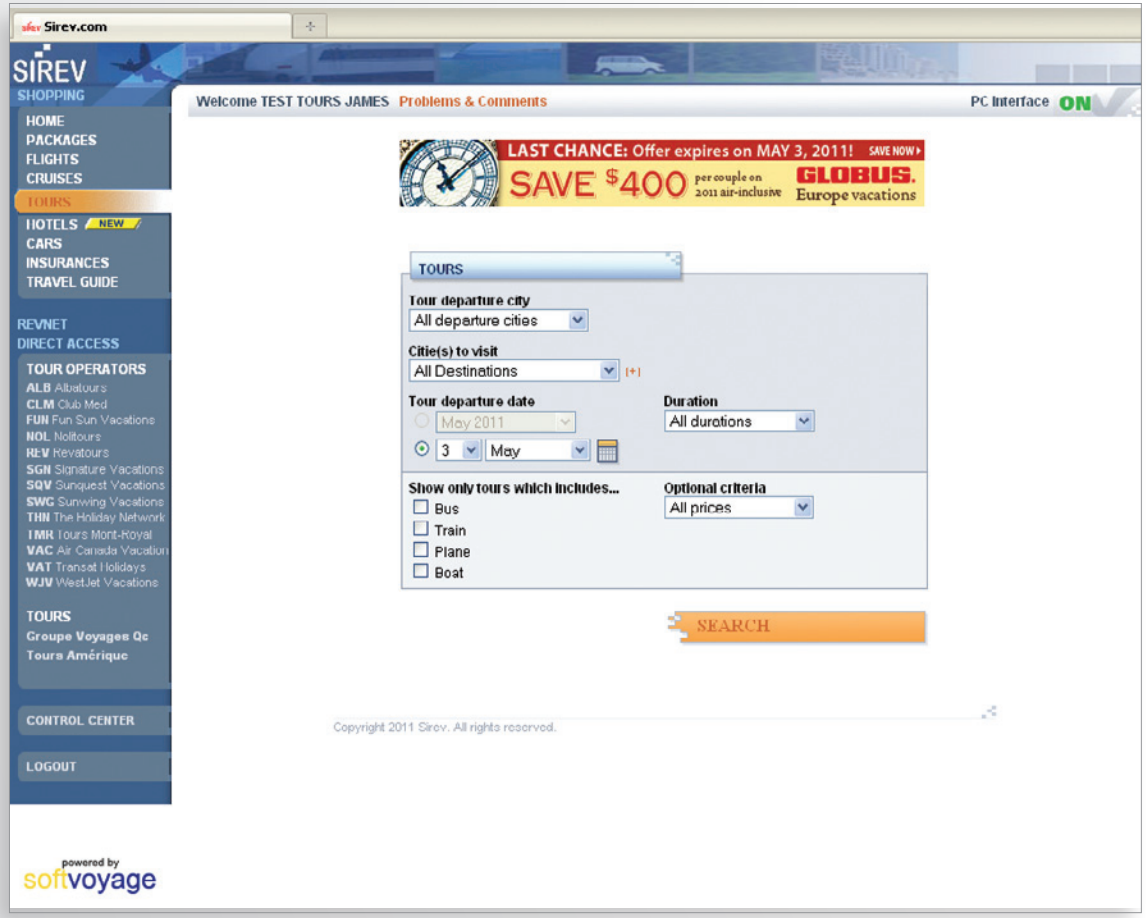
Under the ***Agencies***, a list of affiliated agencies is available. And under ***Booking Report***, as shown below, a search is possible to consult booking activities:



Where are the
TOURS AVAILABLE?

Once tours are uploaded with **TIM™**, they are accessible under the TOURS tab.

Tours are instantly available on Canada's largest distribution network, just as all the bigger players who already have access to this infrastructure. For one, they are listed in Sirev for thousands of agents to search. Since tours are comprised of departure cities, departure dates, durations and destination cities, all these are elements available in the search engine and that if applicable, will automatically show the tours that carry any of these elements.



Where are the
TOURS AVAILABLE? [CONT']

In search results, an overview of each tour is provided. From there, users can shop and ultimately book available tours.

Tour Operators and suppliers
AVAILABLE FOR TIM™

Currently, the following suppliers are available under TIM™:

- Groupe Voyage Québec
- Tours Amérique

Please refer to the company's website for the most up-to-date list.

Automating billing
THROUGH MERGEBACKS

Billing suppliers is managed through Softvoyage, and in order to facilitate billing by the travel agency directly to their customers, a duplicate PNR is optional and made available by Softvoyage. Using this, the travel agency can use a mergeback and easily create the invoice for its customer.

Softvoyage has been careful and provides these mergebacks with compatibility to most accounting software found in travel agencies. The following systems have been integrated for **direct mergebacks**:

- **Global Matrix**
- **GBO (TravCom)**
- **TRAMS (Back Office)**
- **PC Voyage (Travel Works)**

Notes:

- Additional set-up costs may be incurred from these suppliers
- Fixed format, just 1 per supplier
- Fixed cost option.

Indirect mergebacks are also available for the GDS :

- **Galileo (passive PNR)**
- **Sabre (ghost PNR)**
- **Amadeus (passive PNR)**

Travel agencies all have their particularities. It is therefore important to confirm a precise specification for each client by identifying a base plus additional specific requirements.

To obtain a quote, specifications are absolutely required. Upon request, a technical document is available for more information on specifications.

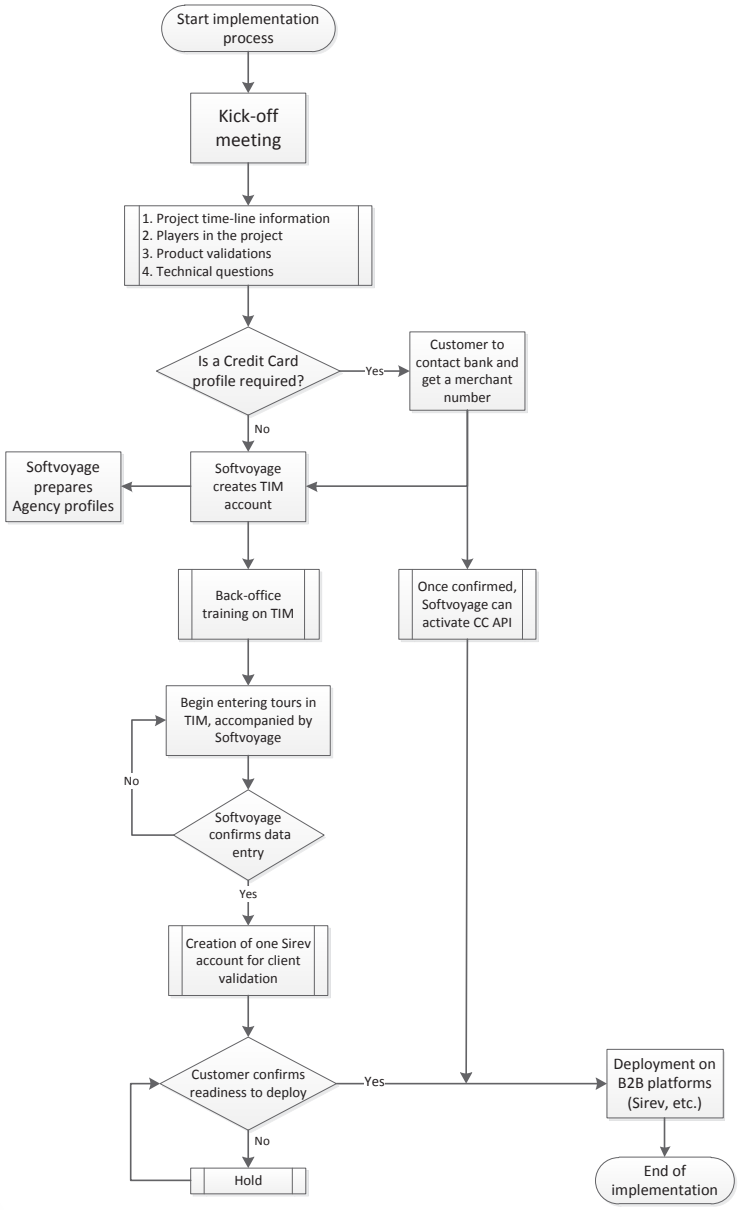
Implementation PROCESS

Once a contract for one or more products is executed with Softvoyage, a relationship begins with the implementation team. A project manager from Softvoyage is assigned to the client and a kick-off meeting is held. From there, the client is carefully guided with a step-by-step approach through everything that needs to get done to bring their system live in the environment that is suitable for them.

In the kick-off meeting, all documents are given to the clients. Furthermore, depending on the options selected, a timeline is approximated along with the number of resources required, if any.

Bottom line, it is very important for clients to know that Softvoyage is committed to customer care and that all implementations are taken seriously while keeping in mind that solid relationships are at the base of a successful business.

The project flow from beginning to end of an implementation is illustrated here.



Network and INFRASTRUCTURE

Overview

As a leading provider of information technology solutions for the travel industry since 1987, Softvoyage operates one of the biggest and most complex networks in the country. The company has invested significant resources over the years in building the foundations of a scalable and flexible technological infrastructure that ensures the highest level of performance for our clients.

- **Facts:**
  - Softvoyage manages more than 300 HP servers
  - The servers are hosted in 3 different geographical locations
  - Sophisticated load-balancing between servers ensures best-in-class redundancy and reliability
- **Modular Approach:**
  The system architecture at Softvoyage is built to answer the specificity and evolving nature of client business needs. The modular philosophy allows Softvoyage to adapt quickly to its clients' needs and gives them the fastest response time while ensuring maximum robustness.
- **Operating System Flexibility:**
  Softvoyage Web technologies are all built using the Linux Open Source standards, providing the ultimate flexibility.

Connection to Suppliers:

There are essentially 2 methods for Softvoyage to connect to suppliers:

- Private Point-to-Point networks
  This is a direct physical link between Softvoyage and the supplier. As this is a more costly option, this method is used by the main Tour Operators (TO). Connections to TO is typical for these offerings:
  / Packages
  / Flights
  / Hotels
  / Cruises
  / Rental Cars
- Web services
  Softvoyage has developed leading expertise in building best-of-breed Application Program Interfaces (API). Using API, it is possible to efficiently connect to suppliers via the Internet. This method is typical for the following:
  / Flights
    - GDS
    - Consolidators
    - Web Fares
  / Hotels
    - GDS
    - Various hotel banks
  / Rental Cars
    - GDS

Network and INFRASTRUCTURE [CONT']

- **State-of-the-Art Hosting:**
  Over the years, Softvoyage has earned significant hosting experience and know-how as an application service provider (ASP) by offering hosted solutions to its clients. Softvoyage ASP model allows clients to benefit from the complete range of solutions offered without investing in the development of complex software applications and the hardware on which it resides. Softvoyage solutions are housed internally in state-of-the-art Internet data centers which feature:
  - Servers:
    Softvoyage uses brand name servers from manufacturers such as Hewlett Packard. Each with standard dual power supplies, hardware RAID and connected to HP Gigabit switches for ultimate performance.
  - Internet connectivity:
    Internet access is provided through five (5) BGP routed 100 megabits per second links allowing traffic to reach Softvoyage regardless of the client's location.
  - Redundancy:
    To ensure ultimate availability, solutions are hosted on multiple servers behind industry leading Citrix Netscaler load-balancers.
  - Advanced physical security:
    Physical access to hosting facilities is protected by the highest level of security and monitoring currently used data center standards.
  - Climate Control:
    Hosting premises are equipped with sophisticated climate controls mechanism including redundant air conditioning systems
  - Robust Power Supply:
    Electricity supply to the server rooms is insured by two (2) separate electrical entries, along with an uninterruptible power supply (UPS) and battery packs to sustain several hours of electricity failure.
  - Monitoring:
    All applications and systems are monitored 24/7 by a first-class remote alert system. Various alert levels ensure that systems specialists are immediately advised, 24/7.
  - Advanced software protection:
    Softvoyage uses industry-leading third party solutions for firewall, antivirus and email scan protection.
  - E-Commerce security:
    Nothing less than 256 bites secure servers (SSL), which is the Internet security standard chosen by banks to process transactions, are used to protect the transactions that flow through the network.

Customer SUPPORT

No matter how robust the solutions we develop, we know that problems sometimes arise and that when they do, our clients expect us to respond quickly and decisively to fix such problems. This is why we offer world-class customer support.

Our regular support plan includes an account manager assigned to our clients and covers support during normal business hours Monday through Friday.

For mission critical applications, we also offer our clients the option to purchase an extended support hours plan or a 24/7 support plan where a Softvoyage technician is assigned a pager and available at all times.

Systems Monitoring: In addition, all of our applications and systems are monitored on a 24/7 basis by a first-class remote alert software. Various alert levels ensure that our systems specialists are immediately advised, on a 24/7 basis, through email and pager notifications, when an application or a system is down or experiencing a problem.

Bug Reporting & Tracking: To ensure that all bugs and problems are dealt with in a professional manner, Softvoyage uses a Web-based tracking tool for bug reporting and tracking. Our clients can then rest assured that the issues are reported and solved in a most satisfactory way.

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For general inquiries or to learn more about our Customer Support programs, you can reach us in a variety of ways.

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