

IBN TECHNOLOGIES LIMITED

IBN[®]
ISO 9001-2008



Travel Management System

IBN Technologies Ltd is an ISO 9001-2008 Company having 12 years of IT and ITES experience providing services to Travel and Finance Industry, IBN has its flagship products IBN TMS- Travel Management System. IBN has a strong presence in the IT Enabled Services, where it provides services ranging from Customer Care to Back Office Processing to Analytical Reports Generation to its global clientele.

IBN corporate philosophy is to develop innovative solutions and provide a robust “frame work” based on principles of international outsourcing. (IBN strongly believes in providing a highly accurate, quality focused, value added and satisfactory services & solutions on time and within budget).

IBN TMS- Travel Management System is B2B and B2C system which helps Tour Operators, Travel Agencies, Travel Consultants and DMC's to sell multiple travel products through multiple selling channels. IBN TMS automate online booking for Hotels, Airline, Apartments/villas, Transfers, City Tours and Packages. The system can be easily integrated to the GDS's, third party XML's for multiple products data and payment gateway for secure online payment transactions.

Do you

- As travel agent have access to a wide range of travel products at best possible rates?
- Have access to the bookings from various travel offices, employees and agents?

Are you

- Able to easily manage all your negotiated supplier contracts?
- Taking advantage of all affiliate channels to make bookings and track their revenue generation?
- Well branding and designing your website to differentiate yourself from your competition and ensure that customer finds you?
- Able to efficiently manage the agents & corporate customers and there mark-ups on various products?

Does Your

- Reservation system enable you to sell across multiple distribution channels?
- Data seamlessly flow from your front office to your back-office system?
- Employee able to track and close all the enquires generated?

IBN TMS SYSTEM FLOW DIAGRAM



Travel Product Acquisition and Management

- Negotiated Contract Management – Travel agencies that have their own negotiated contracts with suppliers can use the IBN TMS to effectively manage their contracts. Contracts can be managed for airfares, hotels, apartments, cars, transfers and packages.
- New Product Acquisition – Using IBN TMS's B2B Supplier Gateway and IBN TMS's affiliate of partners, travel agencies can access a whole range of products including airfares, hotels, activities, insurance and package tours which they can sell online.

Product Distribution

- Once the travel agency has identified the products it wants to sell online, IBN TMS can assist in selling the same products across multiple distribution channels – online consumer, call center, sub-agent interface or corporate. Different pricing can be associated with different distribution channels.

Agent Channel Management

- Roles and Users can be managed through very powerful affiliate management wizard. The role based configuration functionality helps in managing multiple Employees, Agents, Consultants and Corporate Customers system access role management and can associate Branch – Employee – Agent.

AGENT CHANNEL MANAGEMENT



Online Travel Product Buying



Booking Engine - Multi-Product, Multi-Supplier booking engine programmed for quicker results and higher profitability by enabling selling of high margin products.

- ✓ Sophisticated business logic and markup control across different sales channels
- ✓ Seamless integration with payment gateways and suppliers/aggregators
- ✓ Faster price comparisons and blended searches across multiple providers
- ✓ Dynamic Package with a combination of products





Customer Relationship Management

The goal of CRM strategy is to enhance the end user experience in order to generate customer loyalty and boost revenue for the travel agency. IBN CRM Solutions for travel agencies include the following -

- Personalizing the client experience by keeping track of user preferences and profiles
- Inquiry Management (keep track of all traveler communications)
- Email confirmations of reservations
- Itinerary alerts through email, SMS & phone call
- Travel cart on dash board indicating the movement of PNR through various stages.
- Personalized dashboard for users to track their booking history

Feature Highlights

- ➔ Sell travel products through multiple selling channels
- ➔ Ability to sell products with different rate and inventory suppliers
- ➔ Automated agent travel documentation system
- ➔ Credit Management, Payment Reconciliation and Account History
- ➔ Multi-Currency support
- ➔ Payment Gateway Integration
- ➔ Comprehensive system to manage rates, Discounts & allocation
- ➔ Define complex contracts and travel product information
- ➔ Automated e-mails to client & supplier
- ➔ Access to suppliers to maintain the travel products' information
- ➔ Maintain rates for different seasons, category, and services
- ➔ Functionality to add non-data base items along with dynamic package
- ➔ Mark-up and discount control
- ➔ Blended display from multiple sources with different rate rules

Feature Highlights..... continued

- ➔ Effective Role Management
- ➔ Associate Branch – employee – agent
- ➔ Rights Management & access control for all sub-modules
- ➔ Define preferred vendors across products on the offline & online channels
- ➔ Settlement master for adjusting the receivables against the outstanding
- ➔ Receipt master to enter the funds received in various bank accounts
- ➔ Real time reports to find what, how much, when and who made the sale?
- ➔ On-Request booking feasible.
- ➔ Personalized dash board.
- ➔ Define various rates for weekdays and weekends
- ➔ Process and manage bookings created across all sales channels

Thank You

Contact Us

Head Office

IBN Technologies Limited, Crystal Corporate, 3rd Floor, Kondhwa-Bibwewadi Road,
Bibwewadi, Pune – 411037, Maharashtra. INDIA

T: +91 20 2426 4182 / 83 F: +91 20 2426 4184 E: info@ibntech.com

London Office:

Mirabelle House, 26, Barclay Road, Croydon, Surrey CRO 1JN. London. UK

T: +44 20 3129 8807 F: +44 20 7022 1713 E: info@ibntech.co.uk