indra

TRAVEL and HOSPITALITY

TRAVEL MANAGEMENT SUITE

The technological solution for integrated management of the hotel business

indracompany.com

SOLUTIONS AND TECHNOLOGICAL SERVICES IN THE FIVE CONTINENTS

We are passionate about what we do and we put ourselves in our client's place, making the difficult look easy. Following through on commitments is not a choice, but a habit acquired thanks to our technical knowledge and management. We know how to innovate and apply our experience in every solution and service we offer. In the face of an important technical challenge, Indra is the answer.

Revenue

3,000 M€

In the top European corporations by market capital

7%
In R+D+I revenue

Over
42,000
professionals in
128 countries

A project for the future: Innovation for sustainability
A company operating globally, with a differential offer and a proven capability to execute and deliver complex solutions and services

Growing with our clients: Commitment and reputation
The long term commitment to our clients has given   us a superior reputation in the market. Talent management: We believe in the value of people. The innovation in our solutions, services and processes can only be achieved with the help of the highly qualified professionals on our team

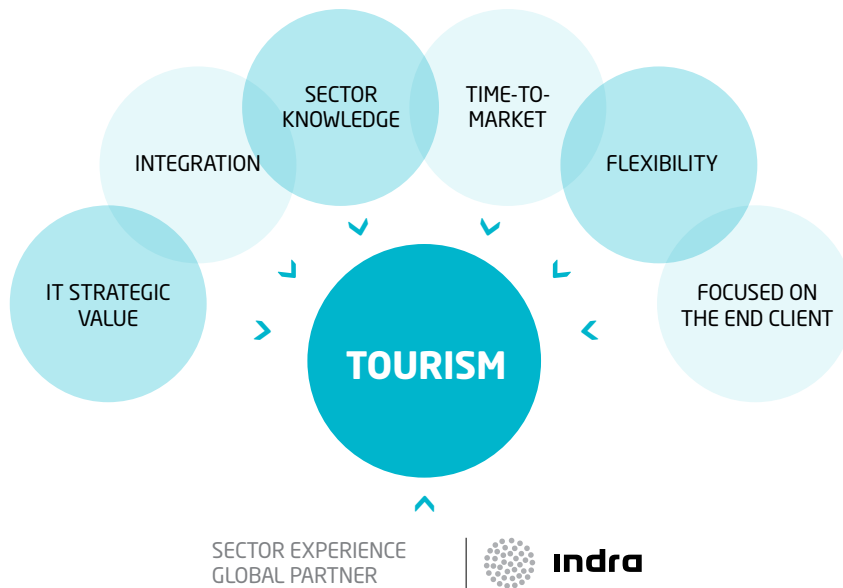### Sustainability: Commitment with society
We strengthen innovation and knowledge. In doing so, we contribute to the sustainability of our business and the progress of society

Corporate governance: Attached to excellence
Excellence based on the practice and the quality of the relationships Indra maintains with shareholders and investors

Corporate Responsibility **Prime**
rated by
oekom research

Dow Jones Sustainability Indexes
Member 2012/13

INDRA IS THE ANSWER

INDRA AND THE TRAVEL INDUSTRY

Diagram

- INTEGRATION
- SECTOR KNOWLEDGE
- TIME-TO-MARKET
- FLEXIBILITY
- IT STRATEGIC VALUE
- **TOURISM**
- FOCUSED ON THE END CLIENT

SECTOR EXPERIENCE GLOBAL PARTNER | indra

OUR VALUE PROPOSITION

Over 10 years experience focused on responding to the needs and challenges of the hotel industry. We have the experience and the commitment to offer benchmark solutions based on high value partnerships with global vision and collaboration.

A long term strategic bet within the industry

- Over 500 professionals focused on the travel industry
- Our own open solutions
- Global approach (Products, projects and services)
- Constant innovation

Our services offering

ERP systems

- Finance and budget control
- Purchasing management and centralized purchasing models, adapted to the hotel business
- Purchasing portals
- Support processes centralization and implementation of Shared Service Centers (CSC)
- Travel agencies and other distribution partners' commissions management
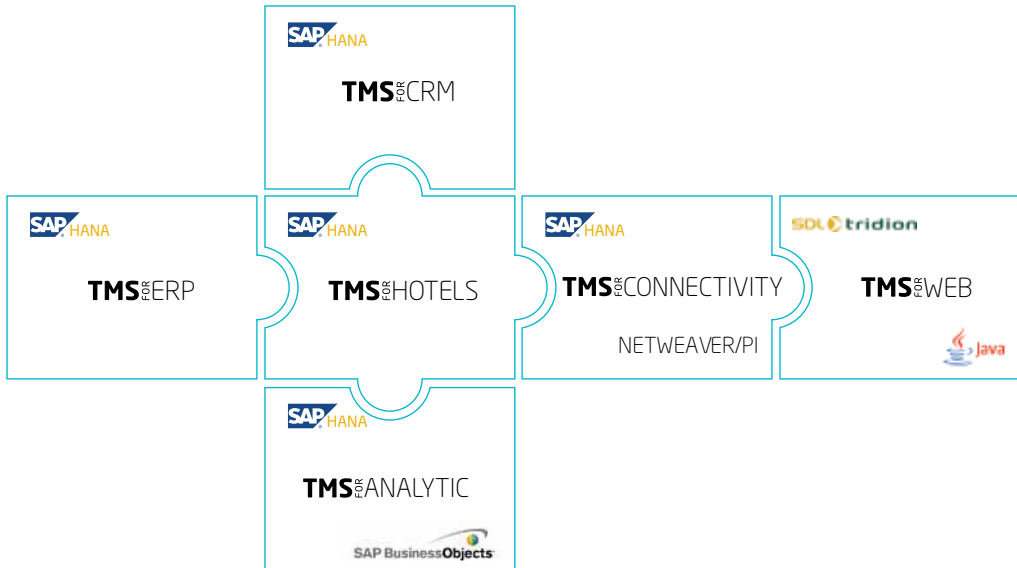
Operating management

- Definition of marketing models, marketing strategy
- CRO and online integrations
- Hotel systems implementations (PMS, POS, SPA, Sales & Catering, Timesharing,....)
- CRM systems
- Loyalty programs
- Business Intelligence

eCommerce

- Definition and conceptualization of hotel e-commerce solutions (B2B and B2C)
- Implementation and development of web portals based on CMS
- Development of mobility solutions (iOS, Android and HTML5)
- Segmentation and dynamic personalization systems
- Payment gateway

TRAVEL MANAGEMENT SUITE

TMS IS THE ONLY ALL-IN-ONE SOLUTION FOR THE INDUSTRY

SAP HANA
TMS FOR CRM

SAP HANA
TMS FOR ERP

SAP HANA
TMS FOR HOTELS

SAP HANA
TMS FOR CONNECTIVITY
NETWEAVER/PI

SDL tridion
TMS FOR WEB
Java

SAP HANA
TMS FOR ANALYTIC
SAP Business**Objects**

One Solution
One Platform

Global Coverage
(B-F,U-V,Ev-S&W,etc.)

Evolution
(ERP SAP / TMS Indra)

Local Requirements

Advanced Functionalities

Total Integration
(Process/Technology)

Best Practices
(Industry/ Func.)

Open
(Custom./Extensible)

TMS IS THE MOST COST-EFFECTIVE OPTION

What does SAP provide?

SAP is the leading business platform in main industries. With over 238,000 clients in 188 countries, SAP is the worldwide leader. SAP solutions are scalable and open, they can be adapted to the changing requirements of hotel chains.

Centralized system and totally on-line, it prevents problems such as "Wait until tomorrow for the information I need now".

Completely integrated system which reduces system operating costs and maximizes effectiveness and efficiency of the organization.

SAP comprises rules, regulations, legal requirements, currencies, languages and other specifics of every country, minimizing the costs of expanding into new markets.

With over 30 years of history of being the worldwide most implemented technology, it's a robust technology that has been updated with the latest technologies and solutions to bring maximum value to its' clients. It has pre-existing industry solutions provided by SAP or its partners, offering maximum value from solutions starting points and adjusting to the industry's specific requirements.

Why TRIDION?

SDL TRidion offers control of its' entire digital eco-system from one location and provides the marketing and e-commerce heads and content contributors total control for the creation of content, targeting, multi-channel distribution, translations, audience management, interaction in social networks and site assessment.

This allows the creation of e-commerce solutions based on a CMS capable of measuring and performing follow-up in an efficient fashion, in such a way it can optimize the visitors' online experience.

SDL Tridion offers an intuitive and user-friendly interface that allows managing and evolving complex e-commerce solutions, providing an effective hotel specific multi-language, multi-channel and multi-site eco-system management.

TMS FOR HOTELS

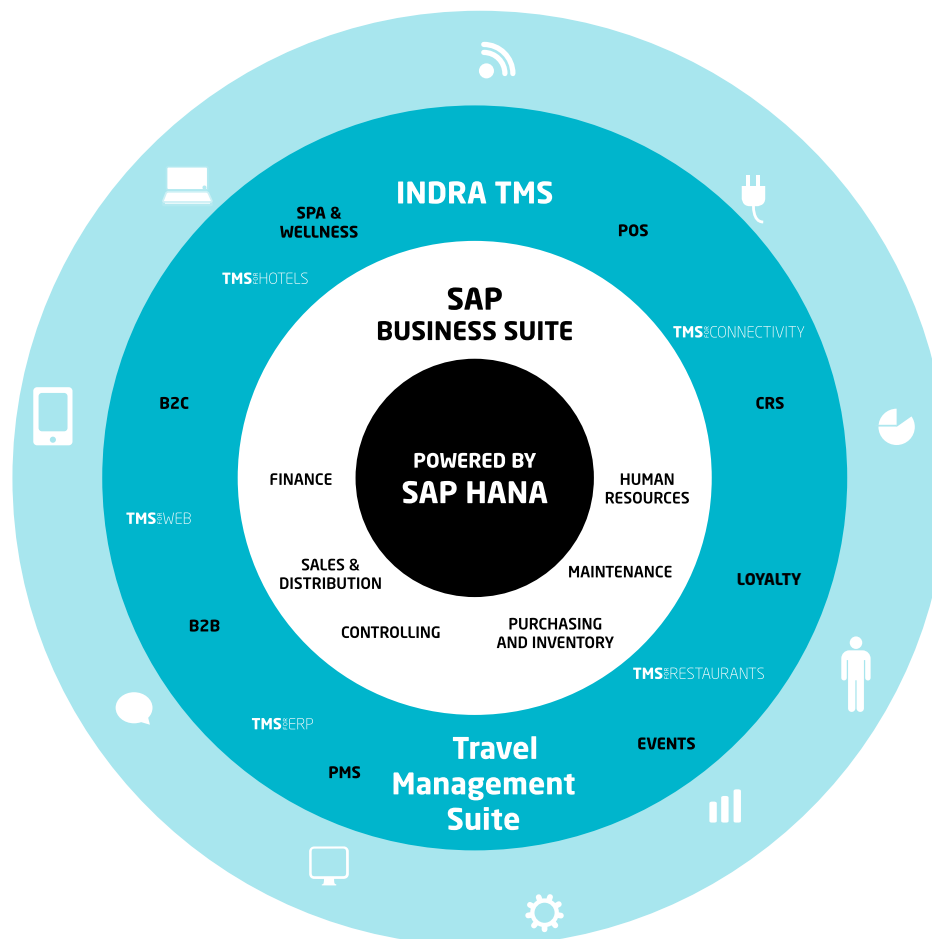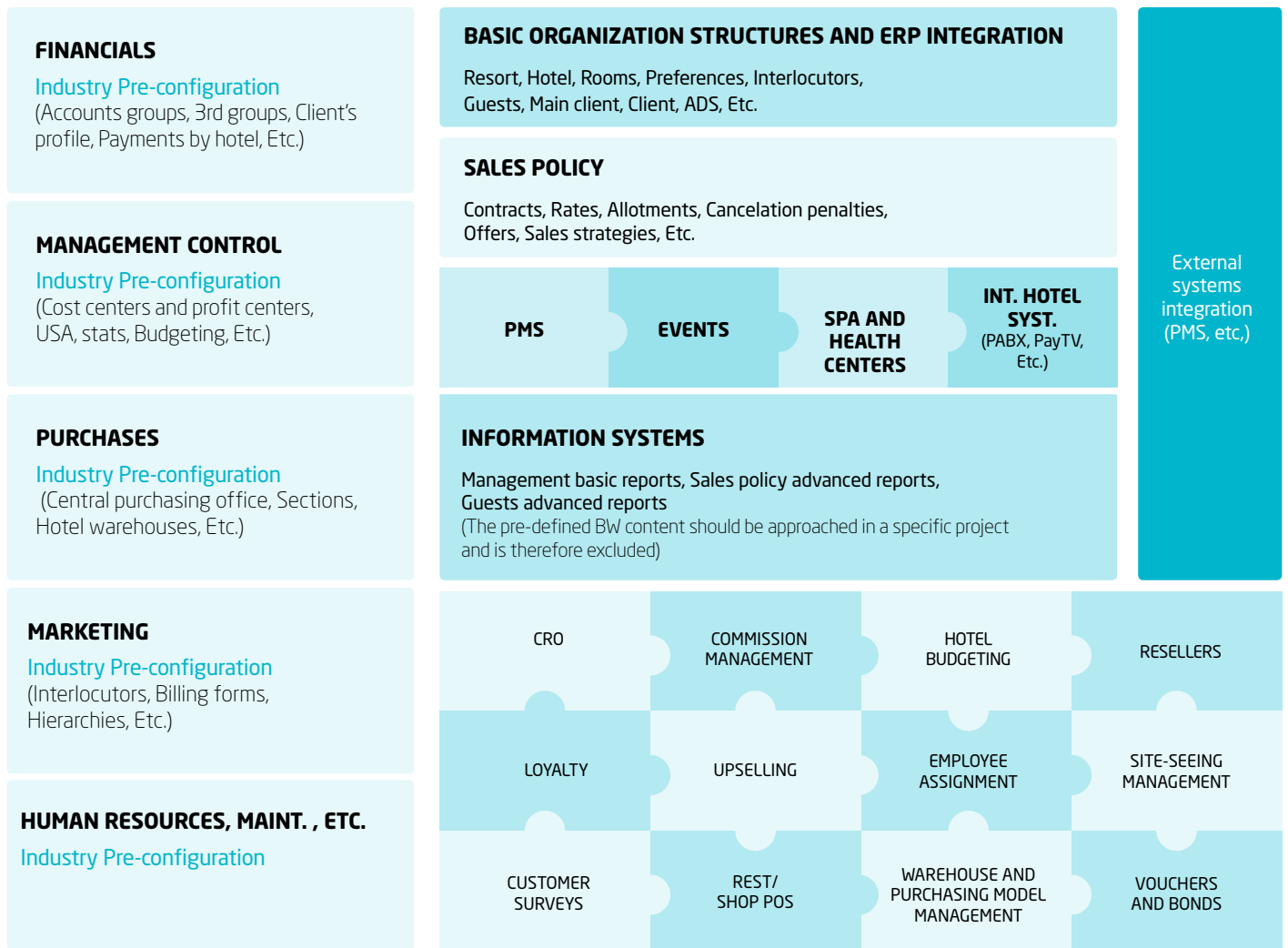## THE SAP "ALL-IN-ONE" SOLUTION WITH GLOBAL COVERAGE FOR HOTEL BUSINESS OPERATIONS
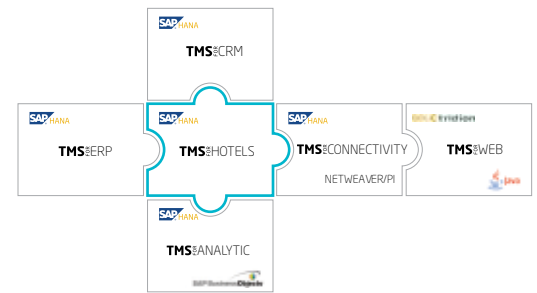
TMSfor Hotels is the tool that allows hotel chains to operate in a completely integrated fashion, taking maximum advantage of their competitive strengths, optimizing their business processes and offering the best and most innovative services to their guests.

200 HOTELS IN 10 COUNTRIES CUSTOMER SATISFACTION PROVEN BUSINESS IMPACT

KEY BENEFITS

- One central system, cloud enabled.
- One global integrated solution covering every business need.
- Real time online access. Total access from anywhere in the world in just one click.
- A preconfigured solution that applies the best practices in the industry related to hotel companies..
- Chain oriented vs. Hotel oriented.
- One single view of the guest.
- One single view of data.

- Total property costs reduced thanks to the SAP technology and the centralized approach.
- Modular approach allows a customized solution and design according to every client's needs.
- International location, support and requirements.
- Roll-out and expansion costs minimization.

FINANCIALS

Industry Pre-configuration
(Accounts groups, 3rd groups, Client's profile, Payments by hotel, Etc.)

MANAGEMENT CONTROL

Industry Pre-configuration
(Cost centers and profit centers, USA, stats, Budgeting, Etc.)

PURCHASES

Industry Pre-configuration
 (Central purchasing office, Sections, Hotel warehouses, Etc.)

MARKETING

Industry Pre-configuration
(Interlocutors, Billing forms, Hierarchies, Etc.)

HUMAN RESOURCES, MAINT. , ETC.

Industry Pre-configuration

BASIC ORGANIZATION STRUCTURES AND ERP INTEGRATION

Resort, Hotel, Rooms, Preferences, Interlocutors, Guests, Main client, Client, ADS, Etc.

SALES POLICY

Contracts, Rates, Allotments, Cancelation penalties, Offers, Sales strategies, Etc.

PMS	EVENTS	SPA AND HEALTH CENTERS	INT. HOTEL SYST. (PABX, PayTV, Etc.)

INFORMATION SYSTEMS

Management basic reports, Sales policy advanced reports, Guests advanced reports
(The pre-defined BW content should be approached in a specific project and is therefore excluded)

External systems integration (PMS, etc,)

CRO	COMMISSION MANAGEMENT	HOTEL BUDGETING	RESELLERS
LOYALTY	UPSELLING	EMPLOYEE ASSIGNMENT	SITE-SEEING MANAGEMENT
CUSTOMER SURVEYS	REST/ SHOP POS	WAREHOUSE AND PURCHASING MODEL MANAGEMENT	VOUCHERS AND BONDS

MAXIMUM EFFICIENCY FOR YOUR BUSINESS
COMPLETELY INTEGRATED SYSTEM
## ACCESS TO SCALE ECONOMIES
LOWER TCO

TMS forHOTELS
- System totally integrated with SAP ERP (financials, controlling and budgeting, purchases, etc.)
- System centralized at chain's level. One master database.
- Integrated management of the sales policies.
- Integrated CRS and PMS systems – Same system, different modules.
- Totally integrated with TMSforCRM (based on SAP CRM) for the management of accounts, guests and marketing campaigns.
- Direct and optimized processes to cover hotel operations: check-in/out, billing, housekeeping, POS management....
- TMS includes a wide range of additional modules to cover industry needs:
   - POS
   - Events and groups management (Sales & catering)
   - SPA and Wellness management
   - Loyalty program
   - E-billing
   - Survey management
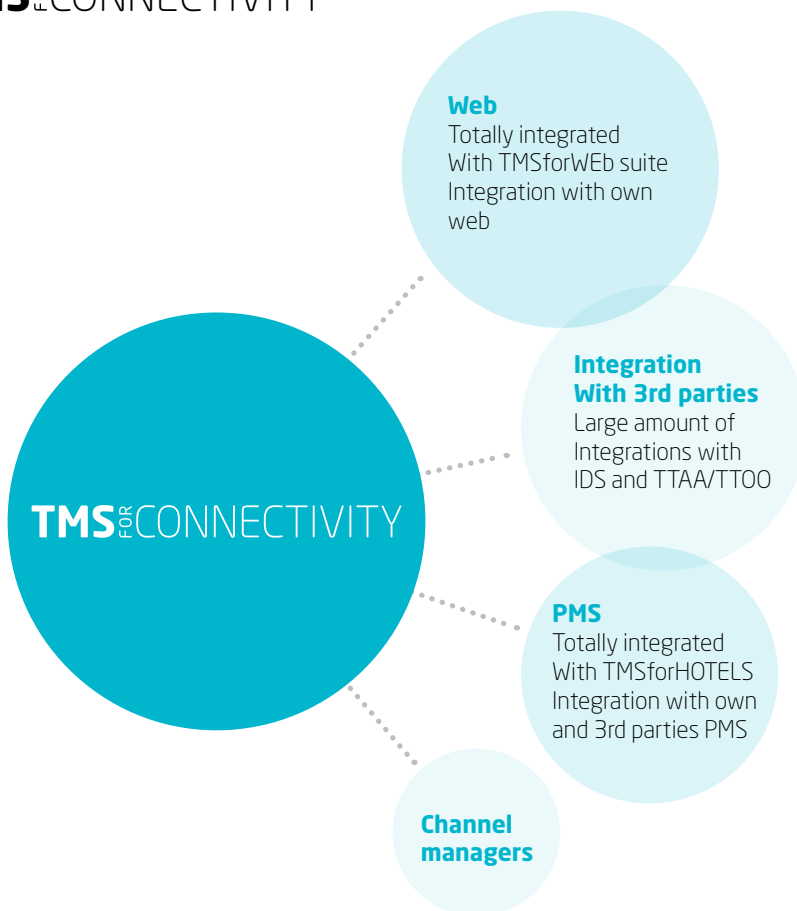   - Integration payment gateways

TMS FOR CONNECTIVITY

INTEGRATED SOLUTION FOR THE REPORTING AND ASSESSMENT OF ALL OPERATIONS OF A CHAIN
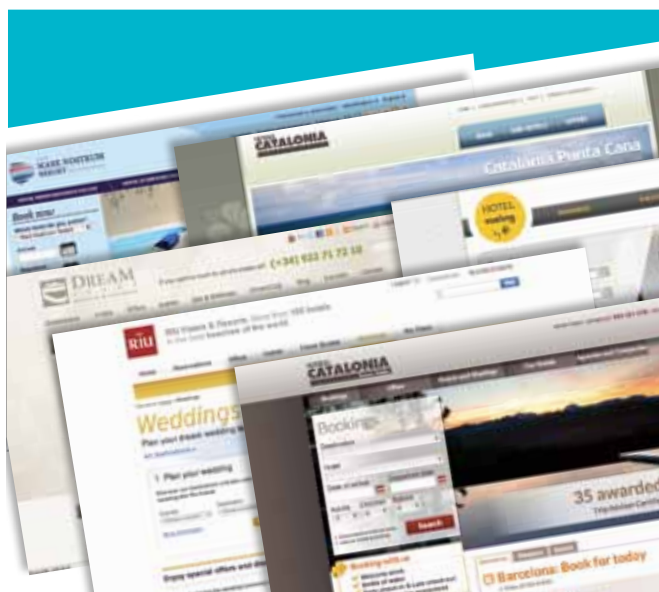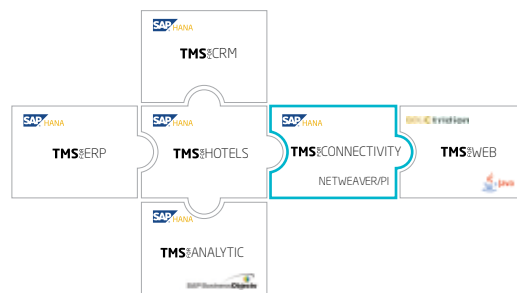
TMS FOR CONNECTIVITY

KEY BENEFITS

- Based on OTA AND HTNG standards.
- Optimized for the management of high inquiry volume. High scalability with strong scale economies.
- Push and pull integrations (Price and availability request publishing).
- Specific integrations with PMS systems.
- Totally integrated with the application suite TMS.
- Availability of standard integrations with multiple sales channels (IDS, TT.AA, TT.OO).
- Multi-channel, multi-brand and multi-protocol.
- Reporting and statistics for demand optimization.

Web
Totally integrated
With TMSforWEb suite
Integration with own
web

Integration With 3rd parties
Large amount of
Integrations with
IDS and TTAA/TTOO

TMS FOR CONNECTIVITY

PMS
Totally integrated
With TMSforHOTELS
Integration with own
and 3rd parties PMS

Channel managers

TMSFORCONNECTIVITY IS THE PERFECT TOOL
FOR TOTAL AUTOMATION OF THE ONLINE SALES
& DISTRIBUTION PROCESSES AND MAXIMIZING
INTEGRATION CAPABILITIES WITH THE IDS CHANNELS

Main features

- TMSforCONNECTIVITY performs optimized calculations to provide response to availability inquiries.

- The platform is specifically designed for the management of 3rd party integration, which allows implementation of advanced features minimizing the impact on response time.

- Flexible "translator" that reads different communication protocols (OTA, own protocols,...).

- Creation and management of statistics, which allows efficient analysis and follow up of existing integrations.

Sales policy

- TMS forCONNECTIVITY offers three main operating modules:
  - Retrieving of the sales policies out of TMS, so prices and availability updating are only required in one location
  - Online integration with the PMS (only available with TMS forHOTELS).
  - Maintenance of the sales policy in TMS forCONNECTIVITY.
  - The system maintains complex and dynamic sales policies used in integration of 3rd parties. The main elements of the sales policies are: contracts, rates, offers, allotments, Cancelation penalties, availability dynamic policies, overbooking policies,...

Integration with other tmsforhotels modules

- Integrated with Indra's sectorial offering, which guarantees SAP/TMSforHotels integration, and also integration with the rest of modules developed by Indra (loyalty, dynamic elements, packages, SPA, restaurants....).

- Advanced reservation processes (multi-reservation, multi-guest, destinations with rates, dynamic elements, dynamic calendars, dynamic offers, packages, SPA reservations...).

- Native integration with TMS forWEB, based on content management system and WEB portal market leader, SDL Tridion.

EFFICIENT SCALABILITY
OPEN ARCHITECTURE
PUSH AND PULL
INTEGRATIONS

TMS FOR WEB

THE SOLUTION TO EXPLODE IN AN EFFECTIVE AND FULLY INTEGRATED WAY WITH PMS AND OTHER BUSINESS PROCESSES, THE ONLINE CHANNELS FOR B2C AND B2B
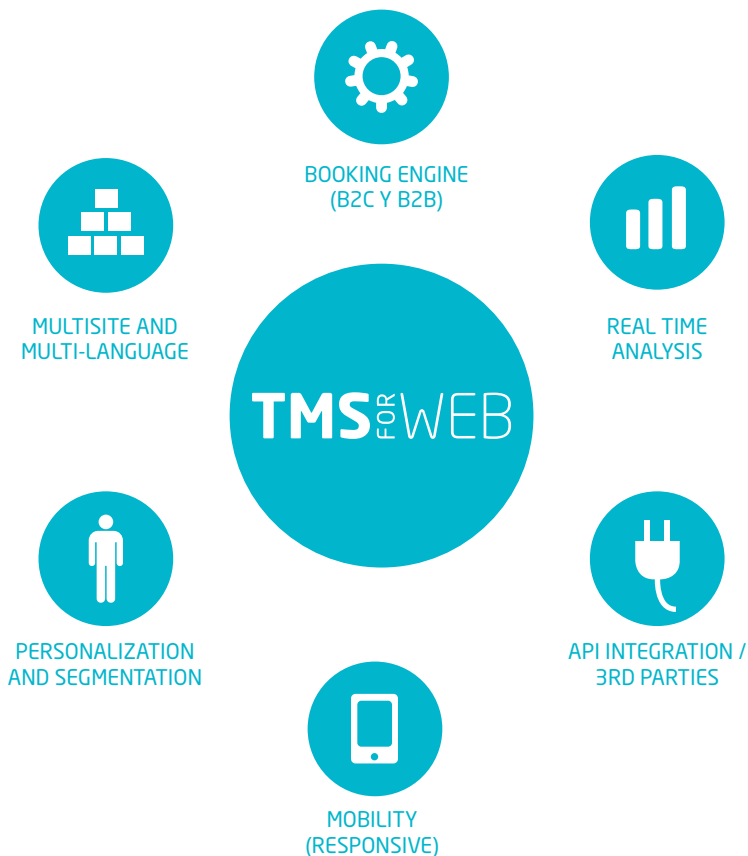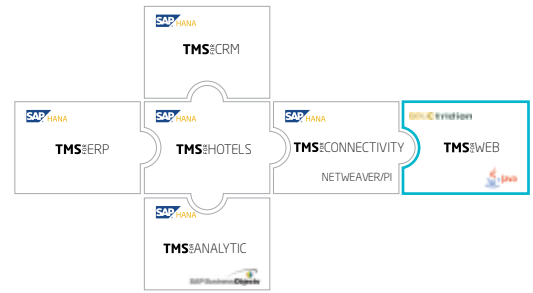
The module has a powerful booking engine with capabilities to ensure high conversion ratios with simple processes optimized from a usability and accessibility perspective

- BOOKING ENGINE (B2C Y B2B)
- MULTISITE AND MULTI-LANGUAGE
- REAL TIME ANALYSIS
- TMS FOR WEB
- PERSONALIZATION AND SEGMENTATION
- MOBILITY (RESPONSIVE)
- API INTEGRATION / 3RD PARTIES

KEY BENEFITS

- Joint management of multi-site and multi-channel strategy.
- Booking process optimized to increase conversion rates.
- Solution with a broad portfolio of content ready to use. Plug & play.
- Optimization of business processes with segmentation and customization.
- Mobile channel and social networks fully integrated.
- Plan for continuous evolution of the platform (TMS forWEB).
- Minimization of maintenance costs and evolution.
- Capacity for action and time to market of marketing campaigns and actions.
- Fully integrated with the suite of TMS products.

EFFICIENT SCALABILITY
OPEN ARCHITECTURE
FUNCTIONALITY AND
PUBLISHING CONTENT

FUNCTIONAL FEATURES
TMS FORWEB

Content Management

Solution based on a market leader Content Management System, SDL TRIDION, fully scalable (multi-site, multi-language and multi-channel) providing the necessary tools to manage in a simple and centralized way. The CMS has pre-established content structures to hold chain's needs of any size, urban, vacation, and specific business characteristics (golf, spa, restaurants, resorts, activities, etc..)

The solution TMS forWEB is developed in four layers (presentation, business, content and integration) that allows rapid adaptation of the Look & Find of each client, and facilitates the development of new business processes and functionalities.

High-conversion Booking Engine

TMS ForWEB has a powerful engine for reservations fully integrated with the TMS solution forCONNECTIVITY and the rest of solution modules (CRS, PMS, Housekeeping)

- Make effective reservations integrated with TMS
- Multiple bookings (several rooms).
- Calendar pricing and online availability.
- Integration with payment gateways.
- Dynamic offers and promotions.
- Integration with Loyalty program.
- Rates for groups, Vouchers Codes.
- Room Options (Add-ons and Upsellings).
- Additional ancillary items sold integrated with Room service and Housekeeping

Segmentation and Personalization

TMS forWEB has a powerful engine for customer segmentation, capable of detecting behaviors associated with guests interests and customizing dynamically and in real-time relevant aspects of content such as text, photographs, etc., as well as providing offers, packages, rates and room options (add-ons and upsellings) depending on the guest profile. The system allows you to align the guest expectations with the contents, rates, offers and packages that are presented.

Integrated management of all channels

TMS ForWEB manages in an integrated way,your online presence in the following channels:

- B2c and B2b (agencies and companies)
- Groups and Conventions
- Weddings
- Events and conventions
- Mobility
- Apps (iOS and Android)
- Social Networking
- Email

TMS for ANALYTICS

INTEGRATED SOLUTION FOR THE REPORTING AND ASSESSMENT OF ALL OPERATIONS OF A CHAIN
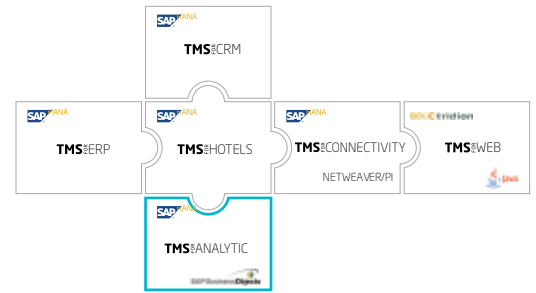
OVER 10 CUBES WITH 300 ANALYSIS DIMENSIONS. TOTALLY INTEGRATED WITH THE ERP AND MODULES OF THE TMS SUITE.

TMS forANALYTICS allows extracting relevant information sourced by data collected from day-to-day hotel operations.

Thanks to information cubes, user pre-defined reports or analysis and investigation reports can be built easily.

TMSforANALYTICS is based on SAP BW and SAP Business Object architecture, which takes maximum advantage of the technology to enhance access to the right information, by the right person, at the right time.
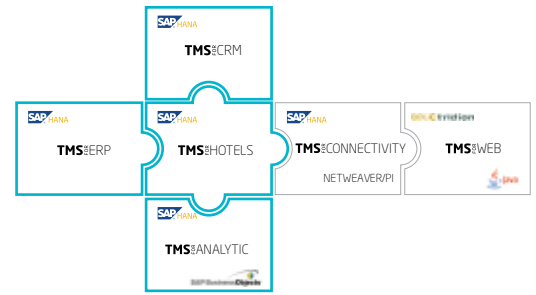

TMS forANALYTICS

- Pre-defined content and reports to monitor the main sector's KPIs.
- Multi-platform: desktop, web, mobile.
- Capacity to perform forecasts thanks to pick-up information and stats.
- Enables revenue management.
- Content and specific reports for hotels' ownership or management.
- Integrated budgeting: Allows you to model, automate and optimize the organization's budgeting processes.
- What-if scenarios management.

TMS FOR RESTAURANTS

A SOLUTION BASED ON TMS SPECIFICS FOR RESTAURANT CHAINS

TMS for CRM
TMS for ERP
TMS for HOTELS
TMS for CONNECTIVITY
NETWEAVER/PI
TMS for WEB
TMS for ANALYTIC
SAP BusinessObjects

IT IS THE ADAPTATION OF THE TMS TOOL TO MANAGE RESTAURANTS EFFECTIVELY AND EFFICIENTLY

Kitchen Management
Multiple management of kitchen levels from central kitchen to preparation kitchen.
Recipes and pre-cooked products.
Replacement recipe products.
Characterization per recipe and production ratios.
Record of real consumption and consumption forecast, labor management.
Specific functionalities for catering.
Nutritional assessment, allergens and calculation of fat content.
Creation of the production sheet.

Analysis
Predefined cubes and reports to monitor the main KPI's of the sector.
Multi-device: desktop, web, mobile.
Built-in Budgeting allows you to define and guide companies through the process of budgeting.
"What-if" Scenarios.

POS and Restaurant Management
Fully centralized system - integrated POS.
Effective management of servers, commands and products.
Complete integration between the kitchen and service orders from other departments.
Labor Management: Waiters and service staff.
Loyalty integrated modules and CRM for a complete view.
Kitchen order device.
Product Modifier, kitchen command, table reservations, waiting list, and much more ...

Demand Forecast
Demand forecasting engine built-in using SAP BO.
Integration of dinners and product consumption provided with kitchen preparation lines.
Automatic calculation of product and purchase orders for central kitchen and vendors.