



indra

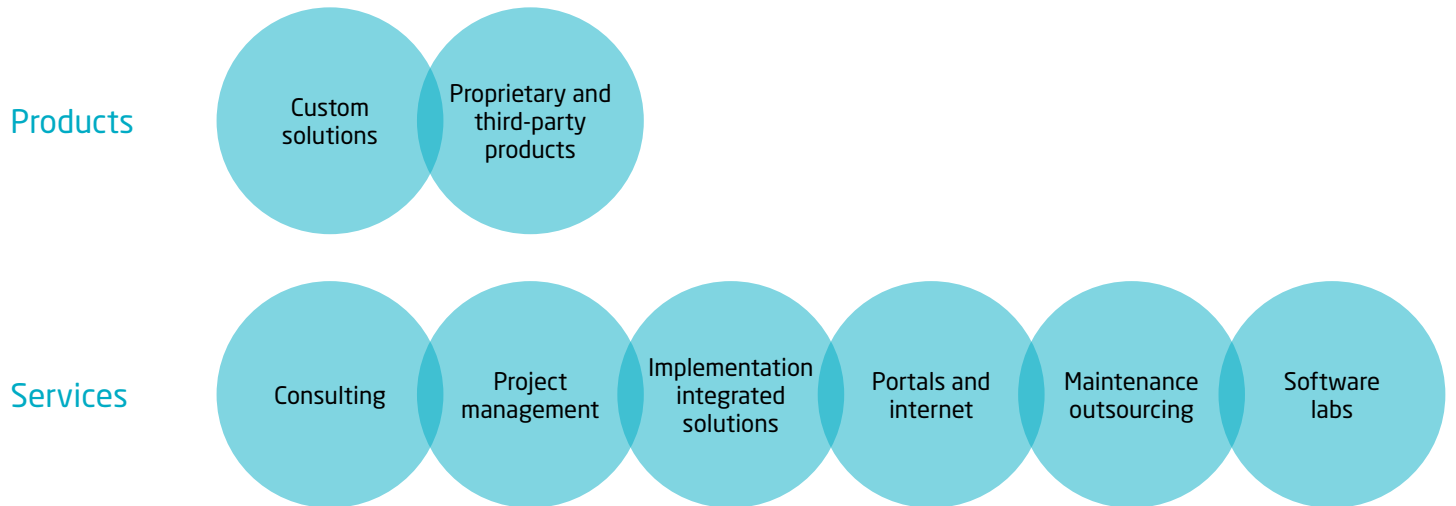
TOURISM AND HOTELS

TMS^{FOR}HOTELS

Integrated management solution for hotel chains

indracompany.com

THE CONFIDENCE OF A LARGE COMPANY



At Indra we have a group of professionals with over 10 years of experience focused on the tourism sector. We have the capability and the commitment to provide benchmark solutions in the sector

Services

Consulting

- Strategic consulting
- Technology strategy
- Conceptualisation and definition of business solutions
- Market analysis

Implementation project management

- Technical direction
- Acquisition of equipment
- Installation, testing and startup
- Training and knowledge transfer
- Guaranteed quality and safety

Implementation of integrated solutions

- Implementation of proprietary and third-party solutions
- Development of specific solutions
- ERP, BI, Mobility
- Dashboards

Portals

- Conceptualisation of portals
- Graphic design and layout
- ECM implementation projects
- Development of e-business projects
- SEO implementation and maintenance projects
- SEM campaign management
- Social Media consulting and adaptation

Maintenance applications and processes

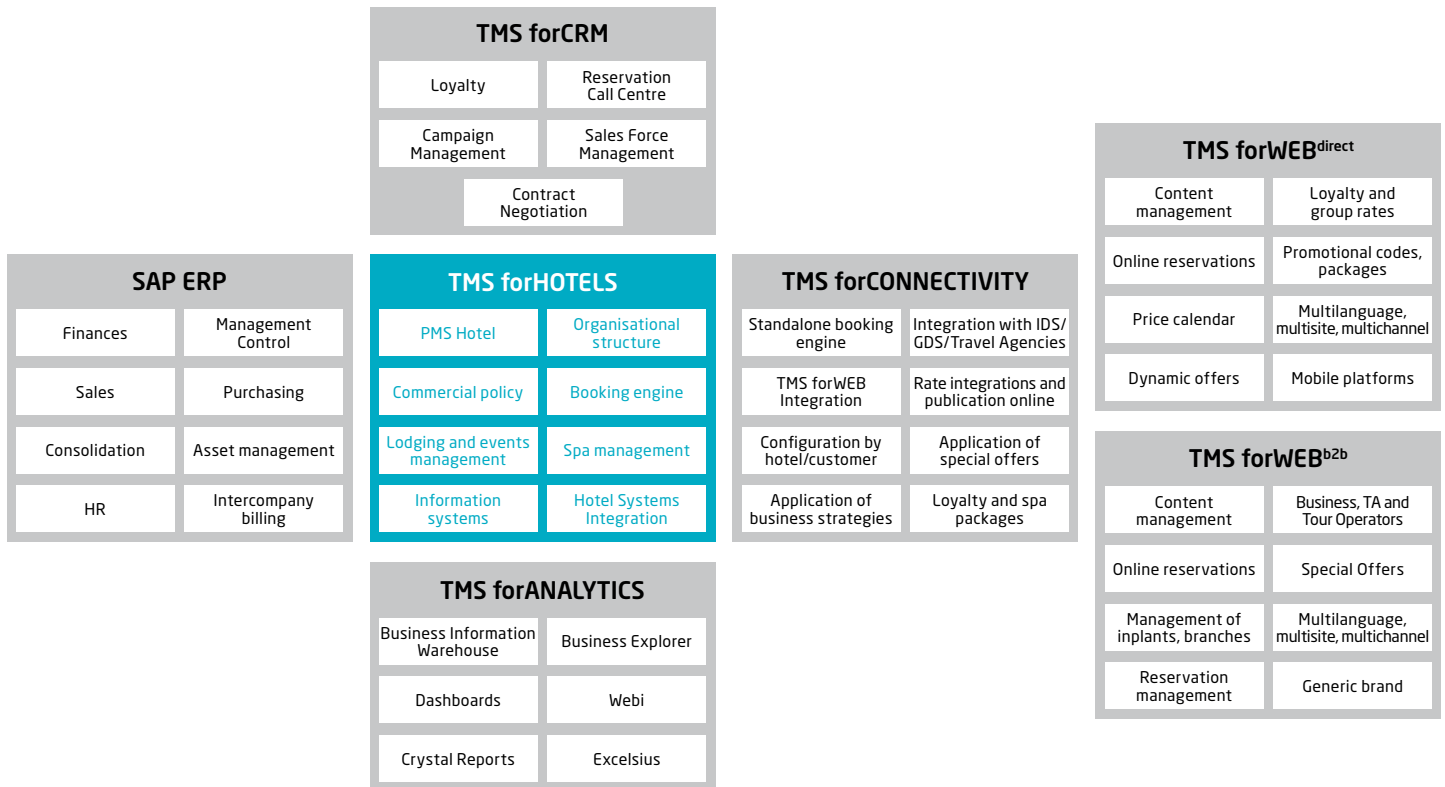
- Operational support
- Application maintenance

Outsourcing

- Help Desk
- IT system maintenance
- IT system operations

Software Labs

- 20 Software Labs in 9 countries
- 24h uninterrupted service
- 3,500 professionals



Main features of the TMS solution

TMS an integrated solution

TMS provides global coverage to hotel operations in an environment that integrated at both the technological and the functional level

- Designed for "multi" environments: multi-hotel, multi-company, multi-language, multi-country, multi-currency...
- With tools to define the basic organisational structures (Hotel, Rooms, Contracts, Rates...)
- With preconfiguration of all the basic structures for covering management control issues in the sector (USA hotel balance sheets)
- Expansion and adaptation of third-party masters to the needs of the sector (Guests, Companies and Intermediaries)
- Availability of a large number reports adapted to the specific needs of the sector

TMS, a solution that supports hotel operations in their entirety

- Allows centralised management of the commercial policy (contracts, rates, quotas...), which results in greater ease and improvements in the Chain's business management

- Provides a potent and highly flexible motor for setting conditions and prices, covering both urban and resort issues, as well as a large number of commission and guarantee types
- Provides advanced functions for pricing based on a dynamic evaluation of conditions (Sales strategies) that bring the product to the most operative part of Revenue Management

TMS, a scalable solution

- TMS provides a wide range of solutions that are integrated with the rest of the suite and PMS. Its modularity allows it to cover the needs of chains of all sizes and perform implementation in stages
- TMS forWEB consists of a set of solutions for online commerce for both the direct sale and professional travel segments
 - TMS forCONNECTIVITY is the high-performance solution for the OTA integration of the booking engine with the main IDS, GDS, Travel Agencies, Tour Operators, as well as with the Web itself
 - TMS forEVENTS allows event and convention management that is integrated with the PMS

- TMS forWELLNESS is a suite module for integrated management of Spas
- TMS forCRO is the TMS solution for Reservation and Call Centre operations
- TMS forLOYALTY allows integrated management of Loyalty Programs that is adaptable to each customer
- TMS forPOS is the best solution for food service and retail points of sale
- TMS forCRM. Complete solution for customer management, marketing campaigns and managing the final customer
- TMS forSALESFORCE is a module for operational management of the sales force
- TMS forVOUCHERS allows the issuance, sale and control of vouchers and gift coupons
- TMS forBP: allows the creation and monitoring of balance sheets by department
- TMS forANALYTICS provides tools for reports, data mining and analysis that are focused on the sector, with Dashboards that allow agile management of the operation
- TMS forPAY: a complete integration solution with payment gateways

Indra and SAP, the best partners with the best solution for the tourism sector, TMS

Solutions

Indra is the number one IT multinational in Spain and one of the largest in Europe and Latin America. It has 29,000 professionals and is present on five continents and in over 100 countries. With 500M€ invested in R&D&i in three years, it is a group of professionals with deep knowledge of its clients' businesses as well as of technology.

The application of the latest technologies, together with a great professional capacity, has led Indra to the development of efficient solutions for the Hotel sector. Indra solutions offer a complete range

of products and services from system integration and custom solutions to complete integrated system platforms, covering all the phases of a project from initial definition to maintenance of the service.

Indra provides an integrated, global solution for the sector, based on SAP technology and focused on excellence in hotel chain and travel agency management. The TMS solution includes a large number of modules that provide global coverage to all the business needs of hotel chains and travel agencies.

Tourism Management Suite for Hotels

is the tool that allows hotel chains to operate in an integrated way, making full use of their competitive advantages and optimising their business processes.

TMS forHOTELS is the most profitable investment option.

TOURISM MANAGEMENT SUITE, AN INDRA SUCCESS STORY



The premier solution for chains

Tourism Management Suite forHotels

grew out of the evolution of SimHotel, SAP's vertical solution for hotels. It is used in several benchmark hotel chains in Spain, and supports hotel operations in Europe, Latin America and Asia.

TMS forHotels can adapt SAP ERP to the specific needs of hotel chains, providing integrated management of both the Back-Office (finances, management control, purchasing,...) and the Front-Office (PMS, Events, Spas, Housekeeping, etc.) for hotels.

Benefits

Solution for Hotels and Tourism.. TMS forHotels is a solution for all types of hotel chains

Unique vision of the customer. Optimised for the management of business policy, allowing customisation of the services for the final customers

Centralised possibility of defining global policies and rules for the entire chain,

SAP-based solution

- Based on the best technological platform for managing business processes (SAP)
- Oriented to chain processes, without forgetting the needs of the hotels that make it up
- Global coverage and capability of integrating with any external PMS system

availability of all operating information online

Integration of all business areas and of chain of value processes in the hotel business

Optimisation of Back-Office processes thanks to the use of SAP ERP Best Practices

- Open solution that is adaptable to the specific needs of each hotel chain
- Global centralised system focus, which means lower investment and maintenance costs
- Permits operation as a chain at both the operative and informational level

Management of suppliers and the hotel supply chain

Control processes, possibility of defining permissions and authorisation procedures

Analysis. Dashboards and budget monitoring



indra

Roc Boronat, 133
08018 Barcelona
Spain
T +34 93 463 00 00
F +34 93 463 09 24
soportetms@indra.es
indracompany.com

Avda. Bruselas, 35
28108 Alcobendas
Madrid, Spain
T +34 91 480 91 42
F +34 91 480 91 32



Indra reserves the right to modify these specifications without prior notice.