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

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

Over

42,000 professionals in

128 countries
INDRA AND THE TRAVEL INDUSTRY

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
OFFER OF OWN PRODUCTS

TRAVEL MANAGEMENT SUITE

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

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.

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.

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

**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, Cancellation penalties, Offers, Sales strategies, Etc.

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

**TMS for HOTELS**
- 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

---

**EXTERNAL SYSTEMS INTEGRATION** (PMS, etc.)
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.
EFFICIENT SCALABILITY
OPEN ARCHITECTURE
PUSH AND PULL INTEGRATIONS

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

**Main features**
- TMS for CONNECTIVITY 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 for CONNECTIVITY 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 for CONNECTIVITY.
- 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, Cancellation 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.
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.

**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 for ANALYTICS 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.

TMS for ANALYTICS 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 for ANALYTICS

- 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

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.

**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..

**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.

**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.