



HOW TO CHOOSE THE RIGHT MIDOFFICE SYSTEM

VERSION 09/2022



The table below provides an idea of what functions to look for when screening mid-office solutions.

EXPERIENCE

Substantial amount of users



Proficient experience in travel technology



International project experience



PRODUCT-CONNECTIVITY

Multi GDS/CRS connectivity



Airline Direct Connect



Detailed reporting per connected system



OBT / SBT Connectivity



Webservice communication



ORDER PROCESSING

Automated invoicing, PNR processing, transaction fee handling



BSP Reconciliation for Air



Reconciliation for content providers



Sending invoice and statements directly from the system



Multi-currency capability



Multi VAT capability



Multi language capability



Possibility of manual data correction



Task management for order processing



Secure document management



ACCOUNTING & REPORTING

Travel sub ledger



Data export in format for third-party accounting systems
(SAP, MS Dynamics Nav, Sage)



Detailed data filtering



Data access for detailed reporting



Data export formats (XML, CSV, EXCEL, PDF)



CRM

CRM capabilities



Synchronisation with GDS profiles via Umbrella Faces



Customer blacklists



Multiple addresses per customer



TRANSACTION FEE MANAGEMENT

Multi-dimensional fee calculation



Contextual or transactional based fee calculation



Multiple fees per ticket



Bundled fees



Rule-based fee assignment



ARCHITECTURE

Web based



Connectivity/interfacing



Customisation



Nearly 100% system availability



| REGULATION & SECURITY | |
|---|---|
| GDPR compliance (data storage in Germany) | |
| EU Package Travel Directive compliance | ✓ |
| PCI/DSS certification | ✓ |
| Version control | ✓ |
| State of the art backup procedures | ✓ |
| Configured to issue ATOL certificates | ✓ |
| SALES & SERVICE | |
| Live demo possible | ✓ |
| Customer support | ✓ |
| Issue tracking and ticket system | ✓ |
| SLA | ✓ |
| Guided implementation | ✓ |