

# TINA | TRAVEL INTRANET APPLICATION

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# TRAVEL INTRANET APPLICATION

## ACTUAL CONTEXT AND MARKET NEEDS

### BUSINESS EVOLUTION

Even though the basic workflow inside the travel industry has remained the same during the past years, the need for more and more complex ERP applications which bring added value and create differentiation points among the services offered by the travel agencies is more obvious than ever.

As the margins are becoming smaller and smaller due to the constant growth of the online market as well as wider access to technology than ever before, today's travel agencies are looking for more advanced software tools which can help to achieve the desired business plans.

### TODAY MARKET NEEDS

Analyzing the feedback received from our customers, the needs expressed by potential customers as well as different reports and reviews available from our partners we can group the findings into the following categories (areas that should be covered by an ERP solution):

#### *Flexibility*

- Possibility to address all possible client segments (leisure, business, online, TMC, groups, tour operating, MICE, etc.)
- Easy real-time configuration
- Possibility to adjust the business strategy in real-time through the existing functions


#### *Real-time access to information (reports, interactive reports, interpreted data)*

- The information inside the ERP solution should reflect the reality in real-time; easy manageable reports are a must
- Interactive reports which allow the user to interact with the data represent a plus which can make the difference in today's highly competitive environment
- Sometimes, depending on the size of the business, brut data is not enough because it is simply too much information to be analyzed; in this situation, a modern ERP solution should be able to interpret the data and provide directly the indications needed by the user. BI is no longer a sophisticated tool but a day-to-day reality

#### *Real-time possibility of changing the business process*

- The functions available should allow a manager to change in real-time the business processes, observe the results and make the necessary adjustments.

#### *Pro-active applications*

- Is no longer enough for the application to provide reports, but it needs to be able to make decisions, provide predictions and indications to the user.
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# INTRODUCING TINA

TINA (Travel IntraNet Application) is an ERP system especially designed for the travel industry.

Having as a starting point the basic operational flow inside any travel agency (which was build in a very flexible way), TINA has constantly grown during the last 10 years in order to cover the needs of even the most demanding customers.

Today, TINA covers all the processes that you can encounter inside a travel agency, no matter the business profile. If we are talking about Corporate Travel, Leisure, Tour Operating, PCOs or any other kind of business, TINA is able to cover the needs of the travel agency.

## TINA HIGHLIGHTS

- Management of customers, both corporate as well as individuals, together with their specific details: general, fiscal and contact data, contact persons, profiles, etc.
  - Management of suppliers together with their specific details: general, fiscal and contact data, invoicing procedures, commissions and pricing, etc.
  - Operational workflow, based on the basic workflow that we can encounter all across the travel industry with enough additional tools and customization feature in order to make sure all specific needs (that make a difference) are being covered.
  - Financial work flow: client and suppliers invoices management, payments received from customers and made to the suppliers, settlements.
  - Financial reporting: estimated cash-in, real cash-in, estimated cash-out, real cash-out, estimated and real cash-flow.
  - Accounting operations management (grand charter of accounts, settlements, etc.)
  - Automation features: provided all the necessary data is available, the application is ready to transform any process from a manual one (predisposed to human errors) to an automated and fully controlled process, thus reducing human resources load and errors
  - Standard web service (using industry standard xml packaging) for both import and export of data, basically allowing the application to be integrated with virtually any 3rd party system (both input and output)
  - Web-based application which automatically means: easy and remote maintenance, low TCO, compatibility with a variety of hardware and software configurations as well as a wide variety of browsers.
  - A platform so flexible that it can accommodate any travel service and any supplier with fast integration time
  - DTM (Document Template Manager) is a tool which allows the user to manage whatever document templates are needed into an intuitive what you see is what you get interface. The output formats cover the most needed and popular file formats available: PDF, DOC, XLS, XML, RTF, HTML, etc.
  - Plug-in ready: additional modules can be easily developed adding any kind of functionality that is needed by the travel agency immediately inside the application without impacting the general product evolution plan. This feature adds greatly to the flexibility and customization level of the application.
  - Reports management module: allows the user to define by himself or with the help of the customer care department the report templates needed
  - A wide collection of add-on modules like: Corporate Extranet, CRM, Supplier Price Management, Credit Limit, MICE module, etc.
  - Task management and Calendar functions
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## BASIC ARCHITECTURE AND CONCEPT

TINA is built on the latest generation kernels and integrates new programming concepts and techniques.

The application runs on a central server which stores the databases and is accessed by the travel agency using a web browser, based on user accounts, with no other extra software, over TCP/IP protocol standard connection.

TINA has been designed with a flexible and modular structure, with user access per module and an easy to use plug-in system. The core of TINA is DCS Engine™, a structured and ready to use development framework, which consists of a collection of libraries, module management, user access granting, auto-complete, XML requests, web service, etc.

Web based software has major advantages:

● Accessibility and scalability

● Low cost implementation and maintenance

### Accessibility and scalability

The application is accessible virtually from anywhere. Any user, travel agent, manager, system administrator, can access the system based on his credentials from any location, needing just a terminal and an internet connection.

The application is growing together with the travel agency. Smart programming together with the latest features of the web server as well as the database engine, ensures scalability. The only restriction remains the hardware configuration. Given today's reduced prices for high performance hardware as well as the introduction of the cloud concept, scaling the hardware architecture dynamically and efficiently according to existing needs is a problem of the past.


### Low cost implementation and maintenance

TINA offers extremely low TCO, as it runs on server-client architecture and all the software needed to operate the server is free, the maintenance of the server machine is low demanding and the hardware requirements are fairly low.

All the clients can access the software over the Internet or Local Area Network from their terminals, using standard operating systems (e.g. Microsoft Windows®, Linux, Apple OS, etc.) and standard web browsers (e.g. Microsoft Internet Explorer®, Mozilla Firefox, Google Chrome, etc.)

The connection to the central server is based on TCP/IP networking protocol, over an existent network infrastructure, very common in today's businesses.

All application updates, maintenance operations, routine checks, monitoring are made only on the central server. TINA requires no maintenance on users' terminals. On top of that, updates and license renewals are handled automatically by the application. Self maintenance and automated backup were available from the very beginning, thus allowing the system administrator to concentrate on other more demanding tasks.





## TINA IMPLEMENTATION

The implementation process for TINA is a well structured process which has passed the test of time. The process itself is constantly adapted to the surrounding reality in order to make sure it covers all possible problems and consists of the following:

- Initial discussion in order to identify the most important needs of the travel agency and the opportunity to implement TINA
- Configuration and extra developments (if needed)
- Functional workshop in order to identify most of the needs of the travel agency
- Deployment of the application
- High Level Mapping of Process in order to get a detailed view of the processes inside the travel agency
- Training
- Statement of requirements and Solution proposal documents which describe what needs to be done and the final proposal made to the TA
- Go Live

*NOTE: during pre-sales, implementation and maintenance phases, consultancy services are offered for free for all our customers.*

## CLIENT PROFILE

TINA targets any kind of travel agency. If the travel agency does not qualify for any of the of the shelf versions, by adding optional plug-ins or add-on modules the best configuration can be achieved.


## MAINTENANCE AND SUPPORT PROGRAM

Being a complex solution TINA is fully maintained and supported by dcs plus team or by our local distributors in order to ensure that the client uses the system at full capacity at all times.

The customer care department is always ready to provide assistance when needed. The trainers are provided training programs that are customized to each travel agency implementation or evolution profile. Business Analysts are always available in order to check new processes, re-analyze old ones and provide the best possible solution.

## Periodical updates and general product improvements

TINA is a continuously evolving product; it is updated almost on a monthly base for the last 9 years, with improved functionalities, additional features, etc. These functionalities are in the benefit of the application and represent an advantage for all of its clients.





## FUNCTIONAL DESCRIPTION

Having as the starting point the basic workflow (Order, Offering, Confirmations, Bookings, Client invoices and payments, Supplier invoices and payments, settlements), TINA includes many modules and features designed to address specific actual needs by provided the travel agency with the needed tools in order to create the desired working environment.

### CLIENTS

TINA is designed to be able to manage any kind of customers. Corporate customers, resellers, individuals, all represent TINA's native language. Depending on the profile of the travel agency, TINA covers:

- Basic things like: fiscal and contact details, office management, back accounts management, fiscal information validation, frequent traveler programs, etc.
- More advanced things like: customer profiles, customer segmentation, credit limits, invoicing profiles, etc.
- Highly advanced things like: synchronization of customers with 3rd party applications, synchronization of profiles, corporate extranet, interactive MICE module of offer definition and confirmation, quality control, travel policy definition, etc.


### SUPPLIERS

Management of supplier is quite important as it allows TINA to:

- Provide information about the competitiveness of various suppliers
- Cash-out information
- Supplier invoice management etc.

### RESERVATIONS

This represents the center of all TINA activities as inside this module the travel agents complete most of their tasks. Highly configurable workflow (based on the HLPD documentation – please check the implementation section) ensures that all the benefits (according to the travel agency needs) are available to the end user.





## INVOICES

Allows for the management of:

- Client invoices and payments
- Supplier invoices and payments
- Settlements between client and supplier invoices (automatic or semi-automatic based on suggestions)
- Import and automated creation of supplier invoices.

## ADMINISTRATIVE TOOLS

### Setup section

The Setup section allows the user to modify most of the processes and functions inside TINA. Things like users' accounts, access rights, static data, cities and countries, service list, workflow fine-tuning, invoicing rules, documents rules, document series, etc.

### Documents template manager

TINA includes an extensive documents design tool, allowing the travel agency to create multiple layouts for the documents. The document data can be overlaid on multiple layouts, designed inside TINA.


A voucher or proforma invoice can look different according to the documents layouts.

### E-mail alerts

TINA can send e-mail alerts to the travel agency when certain events are triggered, like:

- Self maintenance related items: no more space on the hard drive, extensive load of the processor which requires up scaling the hardware resources, etc.
- Operational alerts: new requests received from the customers, confirmation received from customer
- Financial alerts: credit limit reached, etc.
- Calendar alerts
- Task Manager alerts
- Contacts alerts
- Automated report generation.

## ADD-ON MODULES

- Corporate Extranet: is a web-based interface which allows the customer to interact with the travel agency in a structured electronic environment (make orders, apply travel policy, watch for documents, reports, approval workflows, etc.)
  - CRM: crm extension of TINA which allows the travel agency to implement CRM rules across the application
  - Credit Limit: allows the travel agency to manage credit limits for its customers etc.
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## REPORTING

TINA includes several levels of reporting:


- Reports template manager: allows the travel agency to design its own report templates that can be used whenever necessary or that can be automatically generated by TINA and sent via email
- Interactive reports: specific data or graphics that can be accessed in real-time, directly inside the interface and allow the user to have a dashboard like view of the entire business.
- Specialized reports: usually requested by customers or by larger travel entities (GRO and MIS reporting, AirPlus reporting, GEMS, etc.)
- BI: in case the volumes of the travel agency become so big that the reports output are getting harder to be analysed directly it is time to include the BI module which analyses the full content of the database, provides patterns example, analysis and predictions to the manager.

## INTEGRATION WITH 3<sup>RD</sup> PARTY CONTENT

Integration with third party content can be achieved both for import as well as for export of data via dedicated and standard web services (using xml packaging). This allows for import of data from 3rd party application, integration at various levels with suppliers systems, etc. For the output the best example is the accounting or General Ledger application which can communicate in real-time and bidirectional with TINA.

## MULTILANGUAGE CONTENT AND INTERFACE

The travel agency has full power over the content of TINA. Both the interface as well as the content can be available in a wide variety of languages. Currently we are actively supporting any language for the content and the following languages for the interface: English, Romanian, Hungarian, Bulgarian, Ukrainian, Russian, and Serbian.







## ABOUT DCS PLUS

● dcs plus is a leading travel technology company, committed to designing and developing enterprise technology solutions for the travel and tourism industry. The company designs and builds adaptable, affordable, and cutting-edge tools and services for travel and tourism professionals. dcs, founded in 2002, operates in 42 markets around the globe with partners worldwide, including Amadeus IT group and Lufthansa City Center.

## INTERESTED TO FIND OUT MORE?



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