



**Interface Systems Group**  
Customer Satisfaction Through Technical Excellence



**DESTINATION MANAGEMENT SYSTEM**

### Interface Systems Group (ISG)

- Dynamic company
- Providing tour and travel solutions since 1989
- Aim to be a leader
- Focused on tour operator software solutions
- Comprehensive destination management solution
- Work to provide excellent after-sales support

### Our Strength

- Knowledge of business - think like a tour operator
- Research new and emerging technologies
- Believe customers are our teachers
- Listen, listen, listen to our customers

### Our Solutions

- Comprehensive
- Simple to use
- Manage complex operations simply
- Regular updates based on customer feedback
- Regular enhancements based on our research
- Ability to analyse and get information whenever you need it

### Our Vision

- Excellent after-sales support
- Technical excellence
- Value for money
- All areas covered by one window
- Use our knowledge pool of over 17 years knowledge to help you in strategic planning

### Our Team

- Has passion for the travel industry
- Committed
- Innovative
- Enjoy working with us
- Well versed with the latest and emerging techniques and technologies

Dhruv is a comprehensive and flexible destination management system that has an integrated suite of modules, which support all aspects of Tour operating.

The system has been developed after detailed study of operations of international tour operators. It helps in managing all aspects of both group and fully independent traveler options.

It is suitable for small and large operators and can handle as little as hundred to as many as a million travelers.

The system is developed using Visual Basic and ASP.Net with SQL server as the default back-end. For reporting Crystal reports, On-Line Analysis Processing (OLAP) tools and Graphs are used. Database design is flexible, robust and scaleable. The data architecture design is as per industry standards.

The system interfaces and generates outputs into MS Word and MS Excel. All reports can be exported to MS Word, MS Excel, Acrobat PDF, XML and other file formats.

The system can use any e-mail for client to send mails where required like Lotus mail or MS Outlook. It can interface with computer based telephony software to allow call-direction and call logging.

The system covers the full tour and individual travel cycle from defining the group tours or individual travel components to costing, quoting & sell them to pre-post travel supplier payments to transferring the cost and sales to a compatible accounts package.

The system allows one to define hotels, excursions, site-seeing trips, flights, transfers, insurance, visas, and travel modes like air, sea, rail & road. Then it keeps track of their availability and multi currency pricing with date bands to the day-of-week level.

The system has separate programs that group functions of tour operator. These programs are

- Reservation group tour and Individual traveler booking
- Brochure tour definition
- FIT component definition
- Operations post booking activities and reports
- MIS management reports and online analysis
- Marketing modules
  - Direct marketing
  - Agency sales
- Supplier portal web screen for suppliers and ground agents
- Telephony agent
- Email services



### Reservation Group tour and individual traveler booking

Reservation allows us to make sales enquiries / brochure request. We can make individual traveler quotes or tentative booking, which then convert to confirmed bookings.



Features:

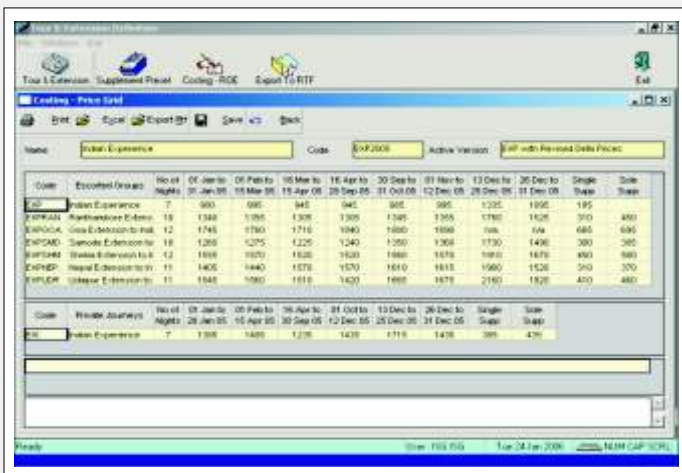
- Agent booking and direct bookings are made from the same screen
- Booking of an individual traveler or group tour can be done from the same booking screen with an option to add individual traveler pre and / post extension or group extensions
- Online monthly sales board that shows consultant and department level breakup
- Shows client history before making a sales enquiry, quote or booking, thus allowing for the consultant to handle the client better
- Option to hold and access client information as individuals or as households i.e. clients on the same address
- Detailed itinerary for individual and group tour travelers with option to generate a word document as per tour operator's requested format
- Allows preloaded component cost or package based individual supplier costing
- Option to email correspondence to client or itineraries and client preferences to the supplier
- Allows split invoicing
- Consultant defined and company wide correspondence templates to encourage customized client communication

### Brochure Tour Definition

Brochure Tour definition allows creation of group tour series, tours with departure dates, itineraries and cost.

Features:

- Allows for tour series (over years) for the same tour, allowing for year on year analysis
- Costs can be defined for a range of dates or individual departure dates
- Surcharges can be applied for date ranges upto day-of-the-week level
- Individual itineraries can be loaded for the tour series, tour cost, date range or individual departure date, which get carried forward to the booking



### FIT Component Definition

Fully Individual or Independent Traveler (FIT) Component Definition allows creation of components that will be required to make an itinerary.

Features:

- Allows for components to be defined for itinerary building
- Allows for attachment of text blocks, maps and images to various components, these are used in itinerary printing
- Text blocks can have rich text characters to allow for Japanese and Chinese characters
- General itinerary templates and city templates can be made to



facilitate quicker transaction itinerary building

- Multicurrency rates can be defined for components for a date range up to a day-of-the-week level

### Operations Post booking activities and reports

Operations covers the post booking activities, it generates checklists for group and FIT departures and reports for ground agents, hotels and airport representatives.

Features:

- Departure date wise tour status list to allow for post booking activity planning
- Hotel directory, airport representative list, rooming and passport lists allows for clear flow of information between tour operator, client and ground agent
- Comprehensive passport, pre-visa-processing and visa handling
- Batch processing for invoices, payment letters and ticketing / e-ticketing letters
- Back office handling group tour availability



**Direct Marketing**

Direct Marketing helps maintain client profile, generate mass mailers and analyze the brochure productivity

Features:

- Client profile handling
- Advertisement and campaign definition with costs and media
- Flexible questionnaire definition and handling
- Handling flexible, extensive and comprehensive mass mail process that selects, generates and marks the mail merges into client correspondence
- Allows for sales enquiry covering letters to be generated

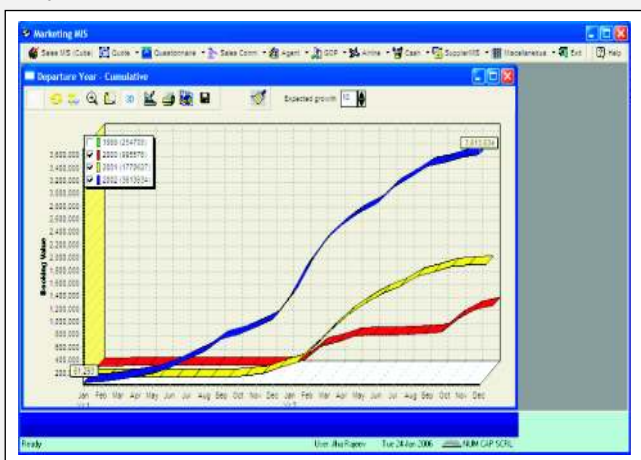
**MIS Management reports and online analysis**

MIS helps the management get accurate and online information to make

accurate decisions.

Features:

- Enquiry till booking conversion
- Individual and group tour gross operating process analysis
- Year on year sales analysis
- Country wise, supplier wise MIS
- Individual quote conversion and group tour tentative booking analysis



**Agency Sales**

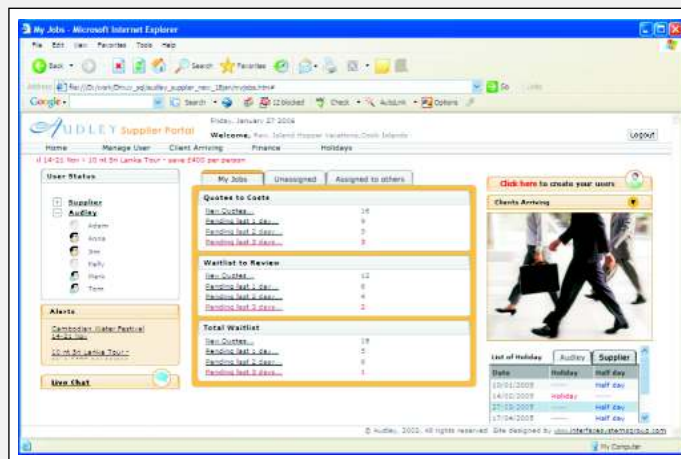
Agency Sales helps maintain travel agent profile, generate mass mailers and analyze the brochure productivity

Features:

- Travel Agent Consortiums and Travel Agents handling
- Flexible commission definition on percent or number of passengers or number of booking with option to give overrides on meeting targets
- Keeps track of credit agents, number of credit days and how much

credit is pending from travel agent's side.

- Allows flexible revenue, passengers and booking based agent grading.
- Allows trend analysis of booking process over a period of time for travel agents for all destinations and tours.



**Supplier Portal Web screen for suppliers and ground agents**

The supplier portal allows for the suppliers and ground agents to log from the tour operator's website into a secure area, where they can see the quotes sent to them, the monies paid to them, etc.

**Telephony Agent**

This automated service runs in conjunction with 'TeleVange telephony server', the service checks the incoming number and routes them to the last spoken with consultant or department.

**Email Services**

This automated service sends defined information to the authorized email ids. This can be setup to send say end of the month sales figures to owners and board of directors without any manual intervention.

It can also be setup to send 'client location information' to personnel on the emergency phone as per company policies, so that they can make informed decisions.

**INDIA**

A-119, Kanara Business Centre, Off Ghatkopar Andheri Link Road, Ghatkopar (E), Mumbai - 400 075  
 Tel: +91 [0] 22 2500 4212 Fax: +91 [0] 22 6797 9859 E-mail: sales@interfacesystemsgroup.com

**UNITED KINGDOM**

58, Kings Road, Long Ditton, Surbiton, Surrey - KT6 5JF  
 Tel: +44 [0] 2083 984 961 Mobile: +44 [0] 7812919073 E-mail: isguk@interfacesystemsgroup.com

www.interfacesystemsgroup.com