



# Software Solution Suite for Incoming Tour Operators

# | Canary





## Canary

The modular system Canary was designed to optimize the processes of incoming tour operators and destination management companies. It also provides additional modules for the complete handling of outgoing business. Thus, it can also automate the business of tour operators who do both – incoming and outgoing. The aim behind its creation was a system that supports the complete operational sequence of all processes without media breaks in data and media. The modular construction of the system permits the flexible arrangement of individual function modules you require.

Many years of experience in the area of tourism and our profound knowledge of your daily work processes as tour operators have enabled us to create this exquisite set of functions. Continuous development according to the needs, profile and quality of our customers ensure that Canary will be a leading tool of the tourism industry in the future. We guarantee the ongoing adaptation to the ever changing demands of the market.

### Users and Their Purposes

Thanks to its versatility, flexibility and modular construction, Canary can be used by any type of incoming business and for any type of tour. Thus, it can be used by operators equally for:

- **FIT-bookings**
- **incentive and group incoming business**
- **incoming operators with additional outgoing business**

Canary was developed especially to handle: tailor-made package tours (selection of optional services possible)

- tailor-made package tours (selection of optional services possible)
- transfers
- accommodation
- bus tours
- city tours (including musicals, restaurants etc),
- excursions
- special arrangements (such as weddings and other events)
- flights with several online interfaces to suppliers and other reservation systems

You can make use of this versatility by entering all of your data into the system according to your needs. Canary offers comfortable functions for entering all data. You feed the system with all your services and all necessary information.

## Openness and Integration are our Principles

With Canary, we do not want to reinvent the wheel. Instead, the system will fit into your existing system landscape as an integrating element. As you will see in the following sections, we offer interfaces to all your surrounding systems. In addition, the system will be integrated with:

- your communication systems, such as fax, email and sms
- with your accounting system
- an online payment system
- your loyalty program

For these connections, we can rely on many flexible and certified external interfaces, for example, to the following standardized accounting systems and online payment systems:

### Accounting

- SAP
- Oracle Financials
- DATEV
- FiBuNet
- Microsoft Dynamics NAV
- IBIZA
- Jet FiBu
- Sage
- TravelBasys

### Online Payment

- Global Collect
- Flexicom
- Saferpay
- First Data
- Iveri
- Wirecard

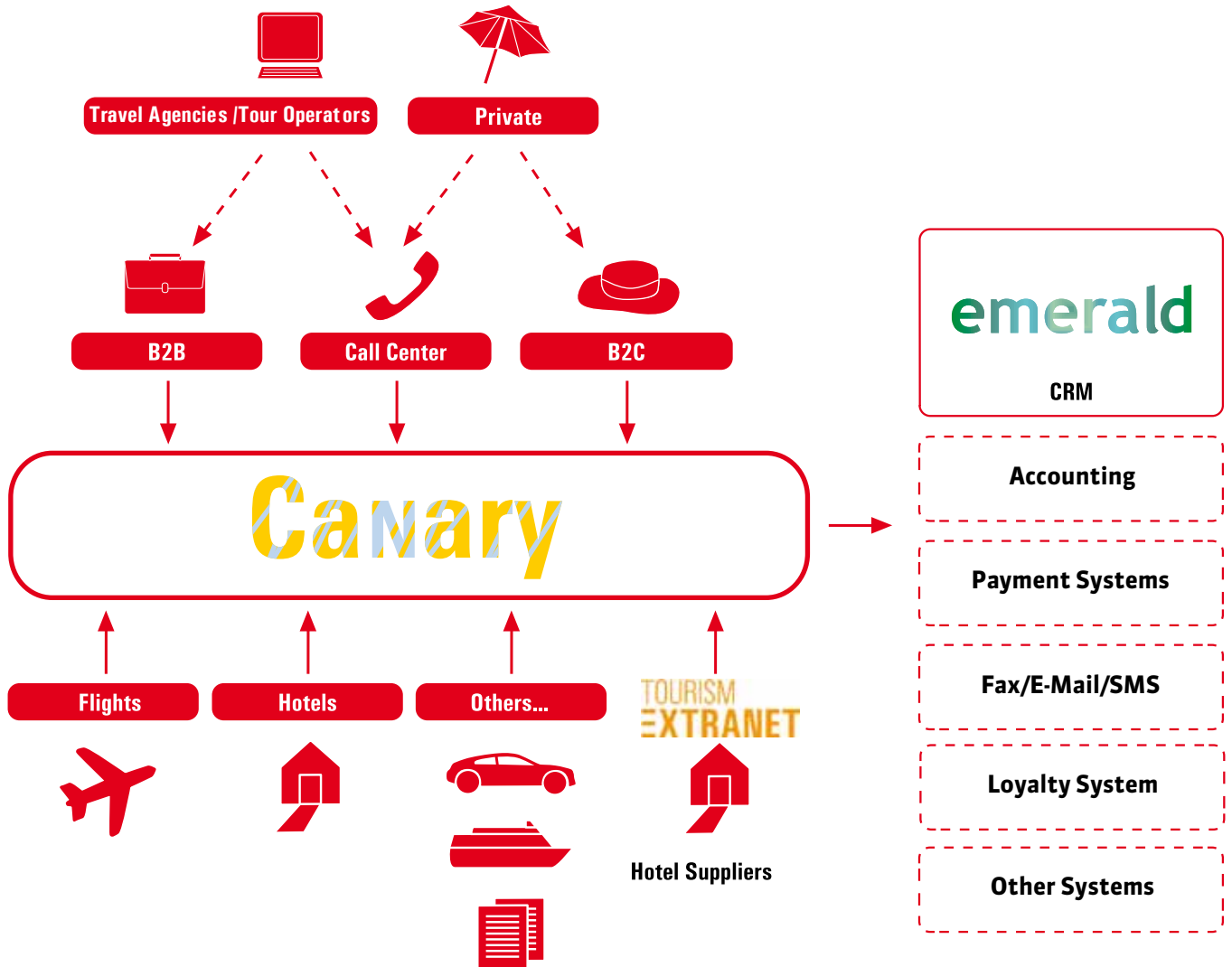
The open windows-based architecture of Canary offers interfaces to many other software systems:

- MS Word for the direct export of itineraries
- MS Excel for price calculations
- Crystal Reports in order to design customer specific reports and documents
- Multimedia player

Via internet, CRS, WAN / VPN, e-mail, fax or sms, the communication to customers, suppliers and branch offices can be managed in an easy, fast and effective way.



Canary fits into your system landscape



## Dynamic Packaging – Full Integration of Your Suppliers

The architecture of ISO's tourism systems provides for a very powerful layer with many functions. This layer supports numerous data exchange formats. Every system that supports one of these formats can be connected to Pacific Canary.

Therefore, you can integrate transport, flights, accommodations, car rentals and all other services flexibly from a number of external systems and sell them dynamically. Further systems can be easily connected. In this way, you can use a complete dual interconnection with your partners. The specialty is that several services from multiple external systems can

be integrated in ONE booking in Pacific Canary, thus, the customer gets only one booking number with one invoice.

These numerous connections in combination with an ambitious and rule-based calculation and booking system will meet the demands of dynamic packaging for many more years and for many customers. You do not have to set up prices, allotments or times. So-called service shells are enough - they are filled online with all details from the external systems on request.



Some connections include third-party middleware

## Functions

The leading solution for incoming business and destination management: for the development of Canary the specific requirements of incoming operators and DMCs have been considered. In close collaboration with several incoming agencies of different countries, functions have been implemented to support your daily incoming business.

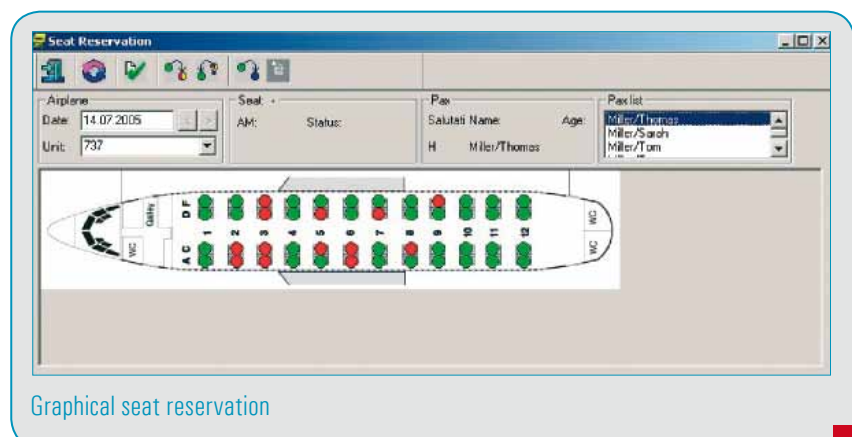
These specific functions are:

- **multi currency handling**
- **multi language handling**
- **quotations and offers for groups and individuals**
- **sub-allotments**
- **request handling**
- **customer specific prices**
- **flexible mark-ups**
- **FIT and Group prices**
- **itinerary, invoice, voucher print**
- **handling of tour guides and drivers**
- **transfer handling of transfers and excursions**
- **tour guide handling**
- **handling of vehicles**
- **collective PNR**
- **cost control and accounting**
- **credit limit control**
- **sales and profit statistics**

The incoming-specific workflow, beginning with the offer and concluding with accounting, can be carried out by Canary. A data input in different systems for booking, invoicing or accounting is not necessary anymore. The whole process is covered by Canary function modules.

Especially, the so called “Tour-/Transfer-Setup” will provide you with the possibility to manage your tour guides, transfers and vehicles and assign them to the passenger bookings. Based on this, Canary will create the relevant document for your staff and your external suppliers. You can even use the possibility of a graphical seat reservation to visualize your products and their booking situation.

Canary can be configured to automatically upload booking data from your partner systems in the outbound markets. This means your system receives the booking information about arriving passengers automatically and then initiates the necessary actions without user promptings, such as sending out the notification documents to your transport supplier or your accommodation suppliers.



Graphical seat reservation





## Technical Data

### Programming Language

- The Canary client software was developed in Visual C++.
- Several functions are available as so called application services.
- The web applications were developed in Java.

### Database

For data storage, a connection to the Oracle relational database management system was chosen. This affords the highest possible data and transaction security, offers the options of client-server database architecture and possesses reliable mechanisms such as locking or backup.

All types of service are processed in a service master; all your business partners are managed in a similar data structure. This provides uniformity in data storage.

## About us

ISO Travel Solutions GmbH, a member of the ISO-Gruppe, is a specialist in developing touristic software solutions for sales and support in the international markets. Our solutions are being used by well-known companies worldwide (e.g. 'Emirates Group' in Dubai, several 'TUI' tour operators, 'Etihad Holidays' in Abu Dhabi or 'Air Canada Vacations' in Montreal).

The ISO-Gruppe, with more than 30 years of successful market presence, is a well-established factor in areas such as IT consulting, software development and pertaining services. Our global activities go far beyond Europe – even to the promising markets in Southeast Asia, Middle East as well as North- and South America. The ISO-Gruppe has more than 360 members of staff – with six offices in Germany plus locations in Austria, Poland, Canada and Dubai.

Besides developing software for the tourism industry, our services are focused as well on business and organizational con-

### Required Platforms

- For the clients a 32-bit system is needed (Windows NT, Windows XP, Windows 7).
- The server required is a DB server for Linux, Sun Solaris or Windows platforms.
- There are no restrictions with regard to number of clients.
- The system can be completely integrated with your existing LAN.

### Administration

One administrator is sufficient to allocate authorizations or set parameters. These settings are conveniently facilitated by Canary.



sulting, system analysis and concepts and last but not least SAP consulting. All processes are certified according to the requirements of DIN EN ISO 9001.

We would be happy to send a detailed list of references to you.



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