

tourism specific, business complete

Whether you're a **household name** or **locked in permanent growth mode** you need technology that **knows tourism** inside out. It **talks your language**, thinks like your team and delivers an **instantly accessible** supply of **relevant information**.

Welcome to IBIS - the system that allows you to take the pulse of your business. No matter what kind of tourism business you operate, IBIS can be tailored to your requirements – it's **flexible and customisable**.



Our customers do everything from jetboating, skydiving, multi-day walks through to sector transport and family attractions.

We **understand your business issues** and know what's important to you - IBIS can be **tailored to your needs** and we'll help you get the most out of it.

One system, one **central source** of information. Each booking entered once and the information re-used over and over again – manifesting, accounts, marketing analysis. By using IBIS to manage your business, you'll **gain control** and make decisions based on the **best information possible**.

ONLINE RESERVATIONS

You don't have to be an airline to have direct online reservations – this technology is available to you, now, with online bookings to your system 24x7. Reduce your call centre costs by getting your agents to book through a secure website or direct from their own IBIS system. Commit that FIT sale by taking their reservation online and giving them instant confirmation, with payment direct to your bank. For more information, see our Online reservations brochure.

Check out the features that make IBIS **the obvious choice** – then ask our customers why they're **going places with IBIS**. With us you're never on your own - excellent support from our friendly team means help is close at hand when you need it most.

KEY FEATURES

Front desk efficiency

- Fast and easy to learn and use – with only 2 simple steps to save a booking, new staff are productive straight away
- Reliable – your data is safe with IBIS, 24x7, 365 days per year
- Make a new reservation – just choose a day and IBIS will tell you how many spaces are available based on what you define. Once your booking is saved, availability is instantly updated on all other systems - no more double bookings
- Find your customer fast using the search facility - filter by name, date, agent or booking id
- See at a glance your bookings for the day – how many on each trip and the total
- Reschedule a booking – no need to re-enter, just choose a different date or time

- Edit a booking – add more information such as voucher number, or add on more passengers
- Print a professional laser-printed ticket or boarding pass
- Hot keys – to make accessing your favourite screens super fast
- Notes on bookings – for customers, operational staff or accounts staff

Management information

- Extensive and accurate reporting – all the data is in the system, get the answers you need at the click of a button
- Collect marketing information – record country of origin, customer type and more customisable fields
- Security – each user has a profile that defines what they have access to
- History – track what has changed on a booking since it was first made
- Fully illustrated user guide – step by step instructions on tasks and daily processes
- Accessible anywhere, anytime – after hours reservations, pickup lists or just a check up on what's going on can all be achieved from a mobile PDA, anywhere there's cellphone reception, any time of day or night

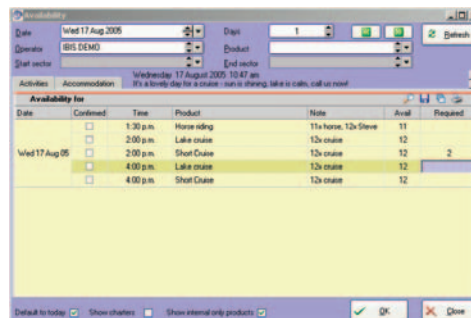
Please turn over ►

A WINDOW INTO THE RESERVATIONS MODULE

Availability screen: One button brings up this screen and it's easy to follow the cues from there:

- Select the desired date and trip. Your up to the minute availability information is instantly displayed in the yellow window.
- Select departure time, if relevant, and number of places required.
- Click ok and you're through to the Booking Form.

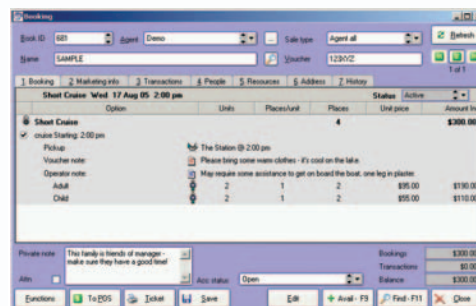
You can also see the latest status message from the operations manager about weather or changes in schedule to keep you up to date with what's going on.



Booking screen: Follow the screen cues and enter the agent and customer name. Now simply enter the details: Adult/Child, Pick up requirements for manifests, and special information. Notice the private note box at the bottom of the form, this allows your staff to communicate information about this booking to each other that the customer doesn't see.

Prompt the user to complete certain fields, such as country of origin, where did you here about us, FIT or part of group, age range or whatever else you may require for your market analysis.

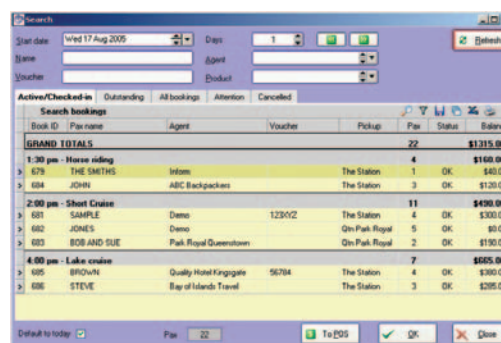
Saving the booking opens a concise confirmation box you can read back to the customer before printing out a ticket. Simple! (Meanwhile anyone looking for the same product, whether an agent or colleague in another office, will see availability has dropped by the number of spaces you've just booked. It's the beauty of being online!)



Search screen: Want to cancel, edit, or reschedule an existing booking? Find out what bookings have been made for a particular date or with a particular agent? Track down information about an old booking?

The Search screen allows you to search the IBIS system for any bookings made, using criteria you choose. Just enter a date, past or present and all bookings made for that day will appear.

Not sure of a date? Search over a range of dates and enter a customer or agent name, or even a few letters, and all matching bookings will show up.



Links to other IBIS modules

- Point of sale module for taking payment for bookings and retail items
- Accounts module for fast invoicing of agents
- Operations module for all of your manifesting, boat-loading, plane-loading requirements
- Analysis module for in-depth drill-down analysis of your data