

Making IT work better



15 years of innovation in Travel

At Zenith ComC, (part of ComCrowd Global) we partner with reputed Travel & leisure companies to create Custom technologies and outsource their Business Processes. Our nearshore & offshore locations allow us to be cost efficient and deliver relevant solutions to Airlines, Hotels, OTAs, Tour operators, Car rentals, Food & restaurants, cruises and Leisure travel operators.

FRAMEWORKS & SERVICES

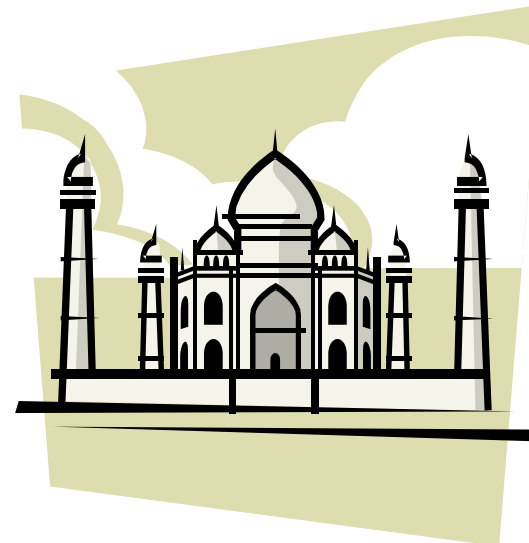
- Tour Operator Software
- Online Hotel Booking Software
- B2B, B2C Travel booking system
- GDS integration & booking system
- B2B, B2C Portal development
- Corporate Travel booking system
- Mobility app Development
- Cruise booking system
- Airline booking, reservation system

Clients



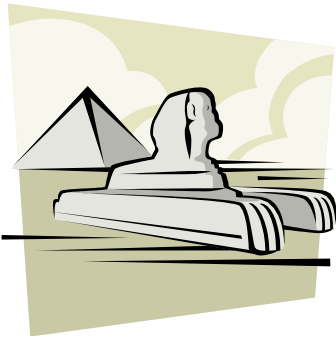
Your Travel domain experts

- 500+ work force with over 10,000+ man years' experience in Travel industry
- Servicing more than 50 leading Travel, Tourism, Airline & Leisure companies globally.
- 500+ GDS, suppliers and consolidators integrations.
- Products & frameworks in B2B & B2C systems
- Global Delivery standards with location in Australia, UK, US and India.
- Dedicated inhouse Travel R&D team that focuses on emerging technologies & platforms.



OFFSHORE BPO & CALL CENTER

- Travel Content Management (for Hotels, Tours, Packages, Cruise, Car etc)
- Sales and Reservation Management
- Helpdesk and support
- Booking Management
- Live chat support
- Customer Service
- Technology Helpdesk & support
- B2B & B2C Loyalty Management



TOUR OPERATORS BACK OFFICE TASKS

- Tour content creation & management (itinerary, rates, images, schedules etc)
- Sales & reservation support
- B2B, B2C reservation management
- 24/7 customer service, Back Office & Call centre



- IT Consulting
- Custom built Software
- B2B, B2C, Booking systems
GDS integration
- ERP implementations
- BI, AI, Robotics
- Enterprise Mobility
- Testing & Maintenance

CONTRACT R&D



OUR GLOBAL DELIVERY- PRICE ADVANTAGE

We believe in combining using a mix of Nearshore-Onsite-Offshore skills and knowledge to be cost effective for our clients. Our locations in Australia, Philippines, India allow customers get the best competencies, processes, skills, and delivery from locations where they are best placed to execute.



24 X 7 X 365 Customer Service

Ticketing, Sales and Reservation Services, General Enquiries, Claims Management,

Content Creation & Management

Itinerary preparation, Rates & Information loading, Geocoding, Creation & Curation & End to End description of Hotels Tours, OTA travel products & Web/ API contents. Connecting with Suppliers and Partners.

Technology Help Desk

Information Technology support, Incident management, Travel software and application support including L1/L2/L3 support, Infrastructure Management, Change requests, Troubleshooting, Quality assurance and audits

TECHNOLOGY TRANSFERABLE SOLUTIONS

Yes, you heard it right; “We believe in technology transfer”. Our frameworks allow our clients & partners to reduce time & effort. Our technology transfer arrangements which allow our clients to enhance their existing systems, create new tools, fostering new collaborations and providing growth to the industry.

- Independent Travel agents
- Online Travel agencies (OTAs), GDS, Suppliers, Consolidators and Aggregators
- Package Tour operators

MODULES

- + B2C, B2B Portal
- + Amadeus Sabere, booking interface, API, XML, 3rd party integrations
- + Tour Booking Systems
- + Hotel Booking Systems
- + Airline integrations
- + Channel Manager
- + Agent Management
- + Membership Manager



+ B2C, B2B Portal

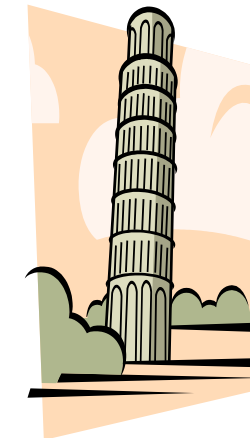
We offer customized B2C & B2B sophisticated web-based reservation solutions with XML and API integrations for OTAs, Tour operators, travel agents, and startups. These solutions integrate to various APIs like flights, cars, and online travel sales channels.

- ◆ Quick search, flight booking process, Multilingual interface and 24X7 booking availability
- ◆ Compatibility with your back-office systems and hotel booking engine with easy integration of dynamic packaging
- ◆ Advanced controls for Corporate clients & subagents via B2B access
- ◆ Complete e-Payment solutions

+ Membership Manager

The system helps manage customer loyalty programs and customized based on your business model.

- ◆ Customizable rewards program.
- ◆ Members can monitor, redeem and gift rewards
- ◆ Multi-Tier Membership can be configured





ZenithComC

ComCrowd Travel Technology

+ Airline integrations & bookings

Give your customers the ability to book flights directly from your website. For agents who have direct contracts with selected airlines the system integrates the APIs for users to book tickets online through the agent's website. The system can integrate and use web services connectivity with all major GDSs like Sabre, Galileo, Amadeus etc. The modules are customizable to flight booking with simple and comprehensive functionalities.

+ Amadeus, Sabre booking

interface, API, XML, 3rd party Integrations

Having experience on all new standards like OTA, Travel 2 compliance, GDS, non-GDS, XML API integration for 500+ integrations since 2002, in Hotels, flights, Car rentals, Railways, Travel insurance etc, exceeding 50+ suppliers worldwide, you just have to leave it to us.

+ Tour Booking Software

This module can be configured by the agent into the system. The model enables;

- ◆ Configure tour operators
- ◆ Flexible and fixed itinerary pricing.

GDS	Sabre	Pegasus	Amadeus	Travelport	Galileo	Worldspan
Consolidators	GTA	Hotelclub	Orbitz	Allied Tpro	Jonview	JetStar
	Wotif	HotelBeds	AOT	Expedia	Travco	QuickBeds
	Agoda	Synxis	Pan Pacific	Hotelspro	Tourico API	Booking.com
Payment Gateways						
PayPal	eWay	Amazon Payments	Google Wallet	ChaseBank	ANZ	NAB

- ◆ Web-based plugin to integrate with the agent's website
- ◆ Book tours online.
- (a) **B2C:** Search and Booking a tour.
- (b) The *back office* configures tours and its allied information and

Web based Customer Features

- ◆ Search Tour/ Criteria, Search Results,
- ◆ Itinerary Preparation, Booking Confirmation, Online Payment, Cancellations, Integration with other applications
- ◆ Day wise itinerary details, multicurrency, email confirmation, Cancellations and no show policy, etc.

Web based Middle Office Application Features

The module has features for processing tours that have been already booked

- ◆ Search Tours needing follow-ups for Payments, Confirm, Cancel & refunds.
- ◆ Edit booking, send comments to customers and track booking process

+ Hotel Booking System

Focus on a B2C/B2B model enables customers to Search, Compare, Book, Amend and cancel at real time. The system can be integrated to any mid office application, consolidator, travel desk and/or GDS.

Centralized Online Reservation System (CORS)

- ◆ Availability Search
- ◆ Start Booking & Itinerary preparation

- ◆ Online Payment and Receive Confirmation & booking Summary instantaneously

Inventory Management System (IMS)

Users can configure Contracts.

- ◆ Add shell details, special offers, extra services, Add/Modify rates
- ◆ Add and configure business rules (Amend & Cancel policy etc)
- ◆ Hot deals, Create seasons and markets, allotments, Apply markups

Mid Office Application (MOA)

MOA helps in managing the bookings.

- ◆ Confirm Rates, bookings with consumer and Merchant
- ◆ Amend/Cancel bookings
- ◆ Inform Amendments/Cancellation to Merchant

MOA also addresses customer service operations; Complaint handling/Query handling, Issue handling etc.

+ Channel Manager

- ◆ Third party supplier switch
- ◆ Supplier APIs

+ Agent Management

- ◆ Agent Management (Profiles, Markups, Commissions management)
- ◆ Agent levels (Agency, , GSA (General sales agency), Branch, Subagent, Corporate)
- ◆ Customer Manager
- ◆ Channel access (XML, Whitelabel)
- ◆ Payments (Credit, Prepayment, Vouchers)