



# Calypso Travel System Overview

Products and Services



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## INTRODUCTION

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Tourism Technology is the creator and owner of the Calypso Travel System.

Calypso is designed with the mid to large size travel wholesaler and tour operator in mind.

## CALYPSO

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Calypso is a sophisticated and fully integrated software solution that is designed to manage a full range of wholesale travel requirements. Calypso is a proven and scalable system that expertly directs and automates much of the travel wholesale sales cycle.

Calypso is primarily a multi-user, multi-channel travel reservation system with a wide range of customer and technology driven features and functionalities, designed to simplify the end-to-end management of large numbers of multi-product bookings. Calypso offers a range of options for establishing and maintaining a comprehensive air and land travel database for both domestic and global business operations.

The **Link Series** and **Calypso Online** products provide our customers with new platforms and opportunities to capitalise and deliver on mainstream and emerging travel supply and distribution opportunities.

The 4 integrated functions of Calypso are:

- Operations and Product Management
- Reservations and Documentation
- Financial Management
- Sales and Management Reporting

## Operations and Product Management

Calypso offers a wide, flexible range of options for establishing and maintaining a comprehensive travel database. The philosophy that underpins the design of the system is one of minimizing the overheads of managing the system, whilst maximizing the flexibility the system provides at the front end and delivering maximum process and workflow automation. Specifically, Calypso provides:

- Direct support for **all types of travel product** including flights, accommodation, packages, tours, transfers, insurance, vans and car rental. Calypso also has a “Module” component that can be used for rail products.
- Ability to create modular itineraries and develop holiday package templates for FIT and fixed package options.
- Sophisticated pricing techniques guarantee support for flexible **pricing policies in multiple currencies**, complex contracts, date banding and rapid re-pricing.
- Flexible options for loading and storing complex supplier contracts.
- Guaranteed **inventory integrity** for all component types and packages including support for allocations, sell and report, free-sale, on request and combinations of these.
- Specific support for **multiple companies and brands** including the ability to market a product in different regions under different brands and pricing structures, while consolidating inventory management and creditor control.
- System automated workflow processes and task based queues.

## Reservations

Calypso is primarily a reservation system and offers specific features to simplify the management of large numbers of complex bookings. The core reservations interface, which is used by internal reservation staff, provides maximum flexibility and reservation functionality. This reservation interface is easy to learn and extremely fast to use when mastered and has been designed to maximize the number of bookings that can be created or amended by in-house users.



Calypso reservations are not limited to the core Calypso reservation interface. Travel agents and direct customers can complete an end-to-end online booking via a Calypso Internet browser based booking interface. These online distribution products are discussed in depth later.

Calypso Reservations and Documentations provides:

- Fast, intuitive user interface for telesales staff designed for maximum productivity with minimal training.
- Agent's database for **flexible agent commission** options or direct passenger discounts at booking or component level.
- Multiple **on-line CRS connections** (including Sabre®, Galileo®, Amadeus®, and airline-specific CRS) for managing scheduled air PNRs without the need for CRS training.
- Real time access to **the low fare carriers** in the Australian domestic market (**Jetstar and Virgin Blue**) to allow the seamless integration of these bookings into wholesaler packages – see FlightLink option.
- Accurate on-line quoting and booking facilities including **extensive validation**, availability-based searching and simple procedures for changes and cancellations.
- Ability to apply manual price overrides for **price matching and discounting** according to a user's security level.
- Ability to process customer refunds, deposits, part payments etc.
- Integrated, automatic agent or passenger **invoicing via fax or e-mail**.
- On-line **electronic passenger payment processing** (including credit cards) and automated payment reminders. Service fees can be set as required by credit card type.
- Automated supplier messaging system guarantees **accurate supplier requests and manifests** via fax or e-mail.
- **IATA-approved ticketing system** with integrated support for electronic BSP returns.
- Automated e-ticket production through multiple CRS's.
- Integrated airfare database.
- Transaction history information.



- **Integrated bulk documentation** produces full range of passenger documentation including travel vouchers, comprehensive itineraries and airline tickets.
- **On-line delivery of e-documents** using e-mail. Calypso supports quality electronic documentation for all documentation types, significantly reducing documentation production and distribution costs, while improving customer service.

## Financial Management

Calypso provides fully integrated finance features to enable effective control over revenue, creditor payments and profit reporting. Financial information can also be easily handed off to other in house financial systems. Calypso provides:

- **Integrated booking ledger** supports multiple forms of payment including cash, cheque, credit card, several local industry payment systems (such as ENett and Money Direct) and airline MCO.
- Sophisticated **multi-currency creditors ledger** includes automated accruals, invoice matching and payment processing.
- Automated cheque production.
- Automated bank reconciliation process.
- **Integrated general ledger** with support for account hand-offs to external accounting systems.
- On-line electronic passenger payment.
- Hand off options to third party financial systems.

## Sales and Management Reporting

Calypso uses a robust ODBC compliant relational database that enables comprehensive sales and management reporting such as:

- **Budget forecasting** reports against revenue or passenger numbers.
- Comprehensive **profitability reports** at booking, destination, or component levels.
- Passenger manifests.



- End-user reporting tools available to allow **tailored, ad-hoc reports** to suit specific requirements.
- Sales data and management information suitable for downloading to the Internet and corporate Intranets.
- Range of data-warehousing options.

## **CALYPSO ONLINE**

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### **Online Booking Interfaces**

Calypso provides multi-channel reservation functionality for travel agents and direct passengers through logical and intuitive online reservation interfaces. Whilst the booking engine products differ in their application environment and end user functionality, both products seamlessly integrate with all Calypso back-end processes.

### **CalypsoNet**

Users: **Travel Agents**

Access via: [www.calypso.net.au](http://www.calypso.net.au)

CalypsoNet enables Calypso customers to facilitate travel agent bookings online. CalypsoNet is a travel agent focused online sales and booking management application that is free for travel agents to use. CalypsoNet has fast become the "holiday" booking portal of choice with over 8000 (June 2006) Australia and New Zealand travel agents using the service.

With CalypsoNet, wholesalers have the flexibility to sell pre-packaged products or allow travel agents to "build an itinerary" in a shopping basket style booking.

Travel wholesalers and tour operators using CalypsoNet have successfully combined channel specific promotional offers and rich online product presentation to rival other forms of media including brochure product presentation and sales.



There is rapid customer-centric development in this area as wholesalers and travel agents look to leverage the channel and utilise CalypsoNet as even more effective and powerful sales tool. The future progression of CalypsoNet will be driven by developments and adoption of the [Calypso Content Manager](#).

### **Key Features**

- Travel agents can use CalypsoNet for end-to-end or part booking management including online payment and checking booking confirmation notices;
- Travel agent product and booking reference search facility;
- Travel agents can request documentation;
- Wholesalers are able to integrate [Link Series](#) products;
- Travel agent password protected access with wholesaler defined user privilege controls.

My CalypsoNet is the latest CalypsoNet enhancement and has proven very popular with regular travel agent users. My CalypsoNet allows travel agents to access wholesalers quickly and effortlessly with just one central login. This means travel agents don't have to constantly remember wholesaler passwords every-time they want to login - a real productivity gain for agents and it is free to use.

### **CalypsoNet and Agency Web**

Agency Web is the back-end application. Each client operates an instance of AgencyWeb. The result of all AgencyWeb applications combined is CalypsoNet and the CalypsoNet website portal [www.calypso.net.au](http://www.calypso.net.au) Calypso customers have the flexibility to rebrand and implement their instance of Agency Web on their own trade website.



## **WebBook**

Users: **Direct Customer**

Access via: Wholesaler consumer website

WebBook is a consumer-friendly booking engine that enables Calypso customers to sell package holidays and individual products like car hire, day tours and hotels direct to consumers via the Internet.

Whilst not a traditional sales channel strategy, many travel wholesalers have responded to changing consumer buying habits and increased travel market competition, by adding online bookings to their direct sales strategies. Calypso's consumer booking engine, WebBook is and continues to evolve as a product for the modern travel wholesaler.

### **Features**

- Simplified step-by-step user-friendly online booking process;
- Single product and multiple product online booking processing;
- Bundled holiday packaging products with defined booking parameters;
- Clearly defined itinerary validation;
- Online credit card processing;
- Electronic documentation generation;
- Integrate booking engine into rich content web page display;
- Ability to white-label booking engine for 3<sup>rd</sup> party distribution.

### **Online Supplier Interfaces**

Calypso provides ground product suppliers' with a website and system orientated XML interface to manage their Calypso product. These supplier oriented products help improve workflow productivity, inventory optimisation and communication between travel partners.



## Supplier Web

Users: Ground Product Suppliers

Access via: [www.calypso.net.au/supplier](http://www.calypso.net.au/supplier)

Supplier Web is an easy to use application that enables travel suppliers to manage Calypso bookings and products online via a standard Internet browser. Supplier Web enables the supplier to confirm or unblock bookings, maintain allotment, send general messages and load and maintain supplier product information.

### Features

- Internet browser based password protected access;
- Supplier searches for booking/s by date or booking number;
- Supplier can confirm and unblock bookings component-by-component;
- Supplier can send free format booking specific messages, such as alternatives to unblock products;
- Updates are automatically processed in Calypso and CalypsoNet;
- Wholesaler controls supplier booking management privileges;
- Wholesaler can enable supplier to directly update Calypso hotel pricing information;
- Wholesaler can enable supplier to increase or decrease Calypso product allotment.

## Supplier XML

Users: Ground Product Suppliers

Access via: Supplier XML interface

An XML interface enables automated supplier product upload and is ideal for the management of large quantities of product. Tourism Technology has experience in developing XML interfaces from 3<sup>rd</sup> party applications.



## **CalypsoNet Content Manager**

The CalypsoNet Content Manager (CCM) is a single online repository of sales related content that supports the entire online buying process from visitor researching a holiday right through to the online booking process. It represents an ongoing programme of work which delivers rich content into the booking process for both travel agents and direct consumers.

CCM makes extensive use of XML which is the technical standard for content distribution within the travel industry. This is a solution that will support future distribution and content management initiatives like handing off to brochure production or online 3<sup>rd</sup> party white-branding partnerships.

### **Supplier Publisher**

Supplier Publisher is a CCM application that automatically extracts static land content, such as hotel descriptions from Calypso and publishes rich HTML web pages. Images and company or white-label branding can be added to the web pages.

### **Holiday Publisher**

A user-friendly WYSIWYG Internet browser based application, that enables product and marketing teams to create on-demand and scheduled promotional offers. Typically, the promotional content will describe a multi-product package, such as a flight and hotel offer. Additional 'meta' data is stored with the promotional content such as sale and travel validity, pricing information and key hotel features like pool, kids club etc, which can then be later searched against by website visitors. Holiday Publisher content can also link directly to Supplier Publisher content to ensure product consistency and enhanced product speed to market.



## LINK SERIES

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The Link Series is a range of hosted web services available to Calypso customers and travel product suppliers. The Tourism Technology developed web services deliver next generation Calypso user productivity, new travel product packaging opportunity and heighten end-customer satisfaction by integrating real-time flight, hotel and car rental feeds into Calypso direct from travel supplier systems.

The Link Series functionality seamlessly integrates and interacts with standard Calypso reservation interfaces to ensure ease of use and consistent Calypso booking process management including financial management and documentation.

Link Series search and book functionality is available through both Native Calypso (in-house reservations) and CalypsoNet (travel agent reservations).

### FlightLink

FlightLink sources real-time flight availability and pricing direct from airline reservations systems, including Low Cost Airline websites, and GDS's to seamlessly feed live flight data into Calypso.

FlightLink is a dynamic flight booking solution that enables Calypso customers to add Low Cost Airline flights into an air + land holiday package.

FlightLink's XML interface also permits connectivity with GDS's thus reducing airfare database load maintenance and providing greater access to market airfares.

### Features

- Search and book real-time flight availability and prices;
- Display all fares or best fare only;
- Book return flights;
- Up-to-date airfare conditions;
- Calypso booking updated instantly;
- Available via in-house and travel agent reservation interfaces;



- FlightLink is built on a preferred XML platform but also supports screen scraping technology;
- User pays Tourism Technology hosted service.

### **Benefits**

- Access and integration of Low Cost Airline airfares;
- No need to book in 3<sup>rd</sup> party system and backload data into Calypso;
- Integrates with standard Calypso finance and documentation processes
- No need to load and maintain inventory, price and airfare conditions in an airfare database.

### **Current Suppliers**

- Jetstar
- Virgin Blue
- Galileo (GDS)

FlightLink continues to evolve as an essential service for the modern travel wholesaler.

### **HotelLink**

Calypso HotelLink is a XML based web service that enables system to system live connectivity. HotelLink provides the travel wholesaler and hotel supplier with new competitive selling opportunities and genuine improvements in back-office booking and inventory management productivity.

HotelLink, like all Link Series services, integrates seamlessly with all Calypso process and workflows.

### **Features**

- Search and book accommodation based on real-time availability;
- Cancel and amend bookings instantly\*
- Calypso booking updated instantly;
- No change to the reservation/agent booking interface;
- Available via in-house and travel agent reservation interfaces;



- User pays Tourism Technology hosted service.

### **Benefits**

- Instant confirmation. No need to wait for hotels to respond to email/phone or fax "On Request" messages;
- Wholesaler does not need to manually update "On Request" booking records into Calypso;
- No need to maintain hotel allotment within Calypso;
- Confirm and sell last minute hotel bookings easier;
- Shorter sales cycle;
- Improved sales conversions.

### **Current Suppliers**

- Fiji Bedbank
- Pegs Tour
- Mark Travel
- Other Calypso customer systems

## **CarLink**

CarLink is a Calypso web service platform that provides a common XML interface to enable system to system live connectivity. CarLink currently sources and integrates live availability from the Hertz computerised car rental system into Calypso.

### **Features**

- Search and book real-time car rental availability;
- Calypso booking updated instantly.

### **Benefits**

- No need to wait for booking confirmations;
- Confirm and sell car rental instantly.

### **Current Suppliers**

- Hertz



## **PROFESSIONAL SERVICES**

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### **Website Design and Development**

Tourism technology offer travel-focused website design and production services to the travel industry. We design travel specific websites with Search Engine Optimisation (SEO), company brand and online booking process in-mind. Consultancy, advanced technology and connectivity with all Calypso products are standard with all our website projects.

### **Travel Technology Consultancy**

Tourism Technology is able to help you define your unique business and technical requirements and provide insight and solutions to meet those needs. We work with existing customers and new business on a range of travel technology initiatives.

Our Travel Technology Consultancy services provide rich input into all areas of travel technology including (but not limited to):

- Strategic planning and market intelligence;
- Project planning and implementation;
- E-commerce strategies;
- Business process re-engineering;
- Travel partner connectivity;
- Online distribution and marketing;
- Data reporting and analysis;
- System requirements analysis.

### **Implementation and Training Services**

Tourism Technology has a well-earned reputation of delivering projects on time with clear and agreed outcomes. A project manager/s is assigned and supported by a team of experts to guide and advise every step of the way. Our dedicated in-



house training and system specialists have the resources and expertise required to deliver effective training and implementation programs.

A thorough and fully supported project plan is provided with all Calypso Travel System implementations, which include a combination of onsite/offsite training, including train the trainer, advice of best practice product and system security management, connectivity with 3<sup>rd</sup> party applications and much more. Every implementation is backed by ongoing Client Services support and maintenance contract.

## WHY CALYPSO?

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The strength of the Calypso Travel System extends beyond the features and functionality of the core system. A company wide commitment exists to ensure Calypso delivers real-results for our customers.

We achieve this by delivering:

- Customer focused development and testing initiatives;
- Regular software upgrades;
- Reliable and proven technology solutions;
- Onsite software development team;
- Competent and experienced application and system support staff;
- Detailed and easy-to-follow documentation and training;
- Complete installation and business process integration;
- Support for international travel technology standards;
- Advanced Internet connectivity options;
- Reputable technology software and hardware partners such as IBM and Sun Microsystems;
- Relevant and insightful technology planning and advice;
- End to end solutions;
- Over 15 years Calypso development experience.



## Calypso Software Versions

Enhancements to Calypso are released in regular numbered versions. They may include a wide range of discrete enhancements funded by one or more clients, or by Tourism Technology. New versions are currently released, on average, every three to four months. Each version constitutes a complete replacement of the previous version, and subsequent enhancements are then made to that version. All Tourism Technology clients who hold a current Calypso maintenance contract will receive the latest, generally available, version release.

Each version release will be accompanied by release notes, which describe the changes to be introduced. These notes will supplement the Enhancement Overviews and make particular reference to the impacts on existing functions or data that may require updating or revision. Full system documentation is available from the Tourism Technology web site, which is accessible by our clients only. Tourism Technology maintains a team of approximately 20 full time developers. They are solely dedicated to the ongoing development and maintenance of Calypso and its associated "connectivity" services.

## Technology Platform

Calypso operates in an industry-standard technical environment, under Sun's Solaris™ UNIX operating system. The system utilises the Informix™ relational database (IBM) for storing and managing data. The core systems use proven and scalable technologies that deliver great performance coupled with high availability.

- The system supports a number of supplier and distribution interfaces (mainly XML) for obtaining and selling travel product.
- All of Calypso's "external" applications are browser based. "Native" Calypso (for in-house users) uses a terminal emulator with a very small footprint, which is easy to deploy in distributed networks.
- Multi-tiered application security, configurable by the wholesaler.



## **CALYPSO HOSTING AND SUPPORT**

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### **Calypso Hosting Solutions**

Tourism Technology can support a number of hosting options depending upon the requirements of client and has years of experience meeting the requirements of a global wholesale business. Tourism Technology suggests a single server, which is centrally managed which will require no global infrastructure and continues to be highly scalable.

### **Calypso Support and Maintenance Services**

Calypso support and maintenance services include telephone help-desk support, software installation services, software maintenance, and upgrades to the most recent generally available versions of Calypso. Support is provided through offices in Sydney and London. Support and maintenance services also include software fault diagnosis and rectification. Fault reporting, management and escalation procedures are agreed in advance according to site requirements.

These services are normally performed under a formally executed Calypso Maintenance and Support Agreement.

## **TOURISM TECHNOLOGY COMPANY OVERVIEW**

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In 2006, Tourism Technology celebrates 15 years in business. A privately owned Australian company, Tourism Technology was established in 1991 and has successfully combined wholesale travel industry experience with a highly skilled technical team to produce Calypso Travel System – the standard and leading solution for mid-large independent, state government and airline travel wholesalers and tour operators.

Calypso has proven to provide world leading travel wholesaler [customers](#) with a reliable, progressive and cost-effective wholesale travel management solution.



The team at Tourism Technology are a unique combination of travel and IT professionals, dedicated to ensuring Calypso retains its functional richness and technical excellence.

Tourism Technology currently employs about 45 people, of which half are programming staff dedicated to full-time development of the Calypso Travel System. Tourism Technology has a general policy of employing full-time IT professionals with varying backgrounds and levels of experience. The company has a continuous graduate recruitment program, employing appropriate applicants on a regular basis.

The client support centre employs about 18 staff, based in Sydney and London, with a wide range of backgrounds in the travel industry and technology. The client support centre has experienced rapid growth in line with increased user numbers and the need to support multiple sites in remote locations. Our client services team is dedicated to providing front-line support through the telephone help-desk and after hour's pager support, as well as delivering implementation and training services.

Tourism Technology (NSW) Pty Limited owns the unencumbered intellectual property rights in the Calypso system and related application software. Tourism Technology Pty Limited employs all personnel involved with the development, support and marketing of Calypso and licenses Calypso by agreement with Tourism Technology (NSW) Pty Limited.

## CLIENTS

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Since its founding in 1991, Tourism Technology has concentrated on establishing Calypso as the premium wholesale travel management system in Australia and New Zealand. Its growing client base of high profile, large-scale wholesalers and airlines demonstrates the success of this strategy. Tourism Technology also has an increasing international focus, with clients and client sites in 10 overseas countries.

