Product Booklet

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BUSINESS GROUP
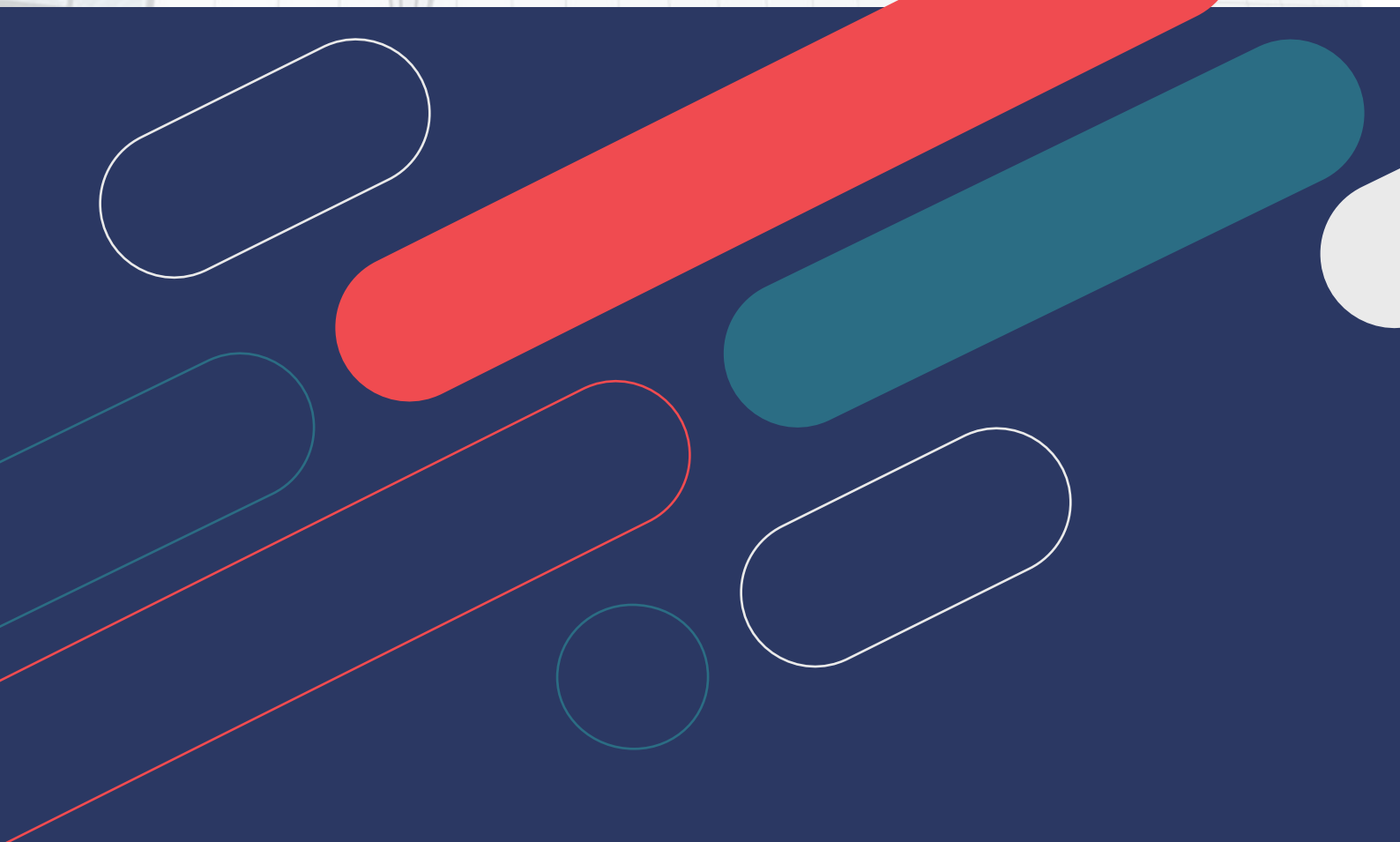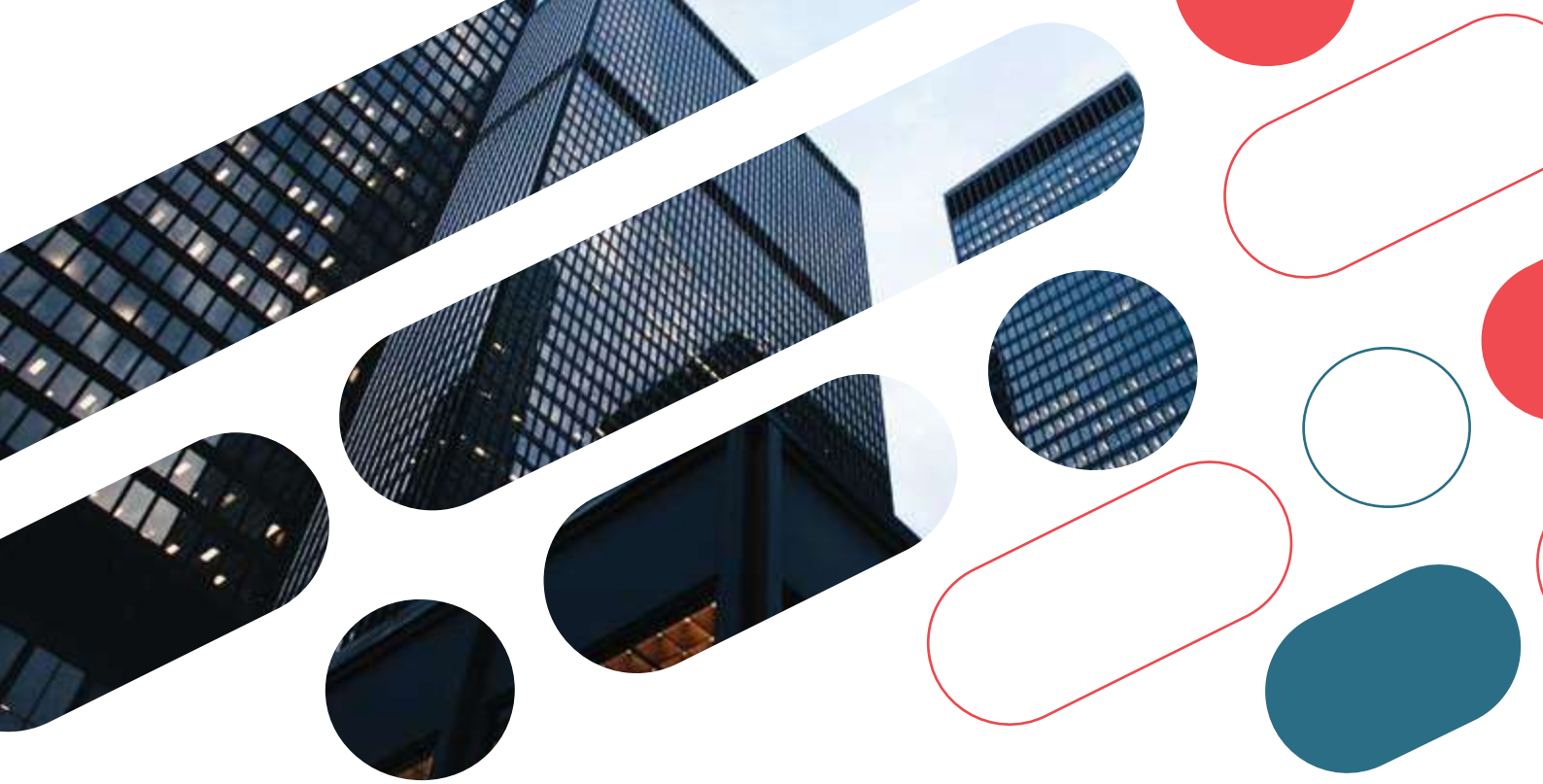
ATI At a Glance

ATI's singular focus on providing outsourcing services and technology to the travel industry across the globe has been remarkably successful.

Since its commencement in 2002 with a single discipline of fare filing, the business has grown to support over 100+ independent work disciplines, including ticketing, land and cruise travel distribution, fare auditing, finance, and robotic process automation. Today, we are the largest business process outsourcing firm operating in this market, serving customers within the travel and aviation sector in over 20 countries around the world.

ATI is an industry-specific business process management and technology company that ensures personalised service delivery. As a customer, you will only ever work with a team that understands the world in which you operate, as we have thousands of years of combined travel experience.
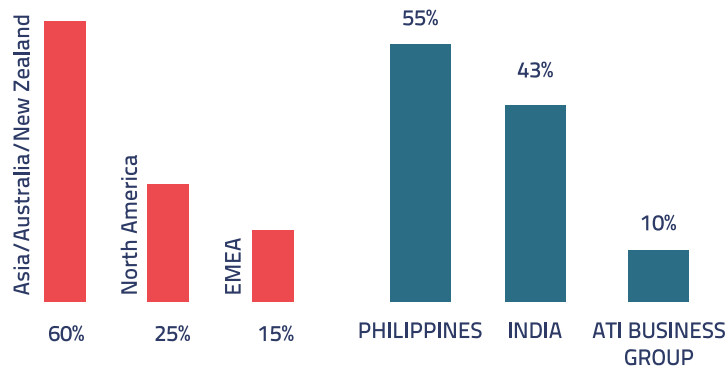
ATI has gained extensive experience by handling many different work disciplines, and we apply that knowledge to efficiently perform the services you require. We have successfully transitioned numerous customers and their business needs into our delivery centres, making the process seamless.

How are we Different

What Sets Us Above (Not Just Apart) From The Rest

>99,99%

Accuracy since 2010

Asia/Australia/New Zealand — 60%
North America — 25%
EMEA — 15%

55% PHILIPPINES
43% INDIA
10% ATI BUSINESS GROUP

3 Years **>79%**

5 Years **>64%**

Quality and Speed of Service

We commit to service level standards with penalties where we do not meet these. ATI has loaded more than 10 million fares and incurred 155 ADM errors giving 99.99% accuracy. Cost to our customers $0.00 with our ADM guarantee.

Global Reach

We know and understand the Travel and Aviation sector – that's all we serve. ATI's team of thousands of travel professionals services it's global customers remotely and from its 6 delivery centres to over 20 countries.

Very Low Turnover of Staff
(ANNUALISED TURNOVER)

With only a 10% annualised turnover, our customers are assured of continuity of service and an in-depth understanding of their business by the team that works with them every day.

We Take Care of our Staff

Over 64% of ATI people have stayed with us for more than 5 years. Over 79% of ATI people have stayed with us for more than 3 years.

Our Products

Our Products

ATI's products are designed and delivered by experienced travel & technology experts who understand the needs of organisations, including industry-specific requirements. Our products enable clients from all over the globe to benefit from increased productivity and efficiency across business processes.
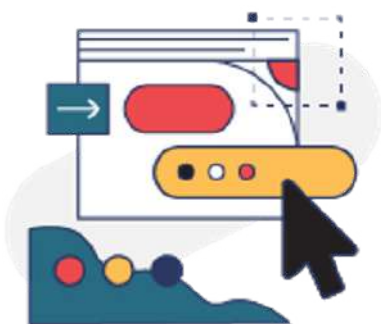
Online Payment For Agents

Online Payment for Agents (OPA) is a web-based portal that allows for fast, easy and secured payment for airlines and their network of travel agents. OPA removes the need for any payment intermediaries such as BSP, benefitting both travel agents and their clients with faster processing time.

E-Ticket Manager

ATI's E-Ticket Manager is specially designed to increase operational efficiency and customer satisfaction, allowing travel agents to monitor passengers' ticket status directly from your specific GDS and provide daily detailed reporting on ticket status and validity, making daily sales report more accurate.

Fare Filing Americano

Americano is developed to address the unique challenges for multi-GDS travel agencies and markets - helping travel agents access and distribute fares across multiple GDS efficiently, within a single loading request.

Fare Management Platform

Our Fare Management Solution, the FMP, facilitates efficient review stages and fare distribution - enabling shorter time-to-market and providing attractive and the best possible pricing for the right customers at the right time to maximise your airline's revenue.

Online Payment For Agents (OPA)

Online Payment for Agents (OPA) is a web-based portal that allows for fast, easy and secured payment for airlines and their network of travel agents. OPA removes the need for any payment intermediaries such as BSP.

By focusing only on the essential flow and services needed for the payment, processing time can be minimised and unnecessary costs such as deposits and bank guarantees can be avoided to help airlines significantly improve their cash flow.

Why OPA?

Lower cost and accelerated cash flow

OPA is designed for airlines to receive real time payment where funds flow directly to the airline when a booking is made and tickets will only be issued after payment is confirmed.

Designed specifically for the travel industry

OPA is integrated into multiple payment systems including all three principal GDS systems. OPA supports PNR information checking, customised checking points according to your business rules and needs, reporting and automatic ticket issuance.
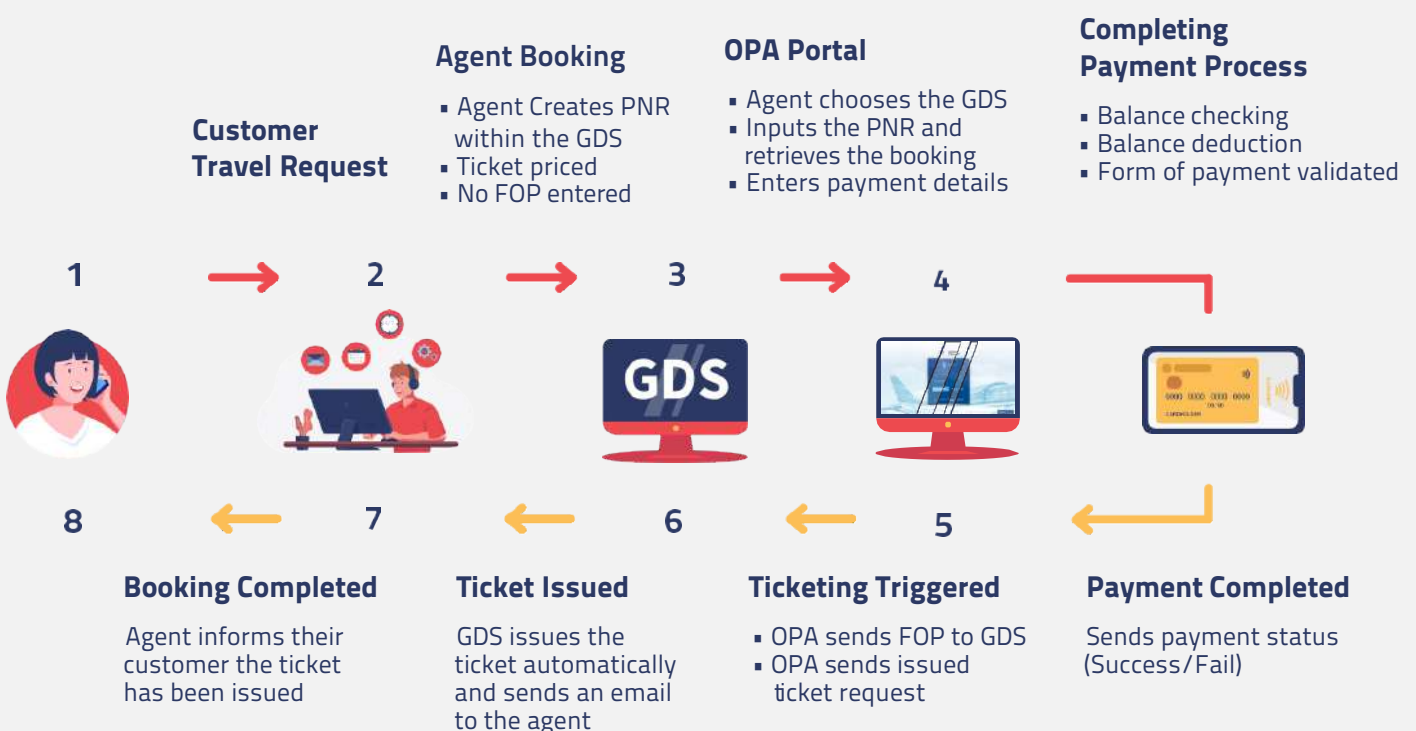
Designed specifically for the travel industry

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How Does OPA Work?

Customer Travel Request

Agent Booking
- Agent Creates PNR within the GDS
- Ticket priced
- No FOP entered

OPA Portal
- Agent chooses the GDS
- Inputs the PNR and retrieves the booking
- Enters payment details

Completing Payment Process
- Balance checking
- Balance deduction
- Form of payment validated

1 → 2 → 3 → 4

8 ← 7 ← 6 ← 5

Booking Completed
Agent informs their customer the ticket has been issued

Ticket Issued
GDS issues the ticket automatically and sends an email to the agent

Ticketing Triggered
- OPA sends FOP to GDS
- OPA sends issued ticket request

Payment Completed
Sends payment status (Success/Fail)

E-Ticket Manager

ATI's E-Ticket Manager is specially designed to increase operational efficiency and customer satisfaction, by allowing you to monitor passengers' ticket status directly from your specific GDS and provide daily detailed reporting on ticket status and validity, making your daily sales report more accurate.

Track Down Unused Tickets Accurately

With the E-Ticket Manager, you have the ability to monitor and optimise unused airline tickets within their validity period, providing a new revenue stream and saving significant travel expenses for your clients.
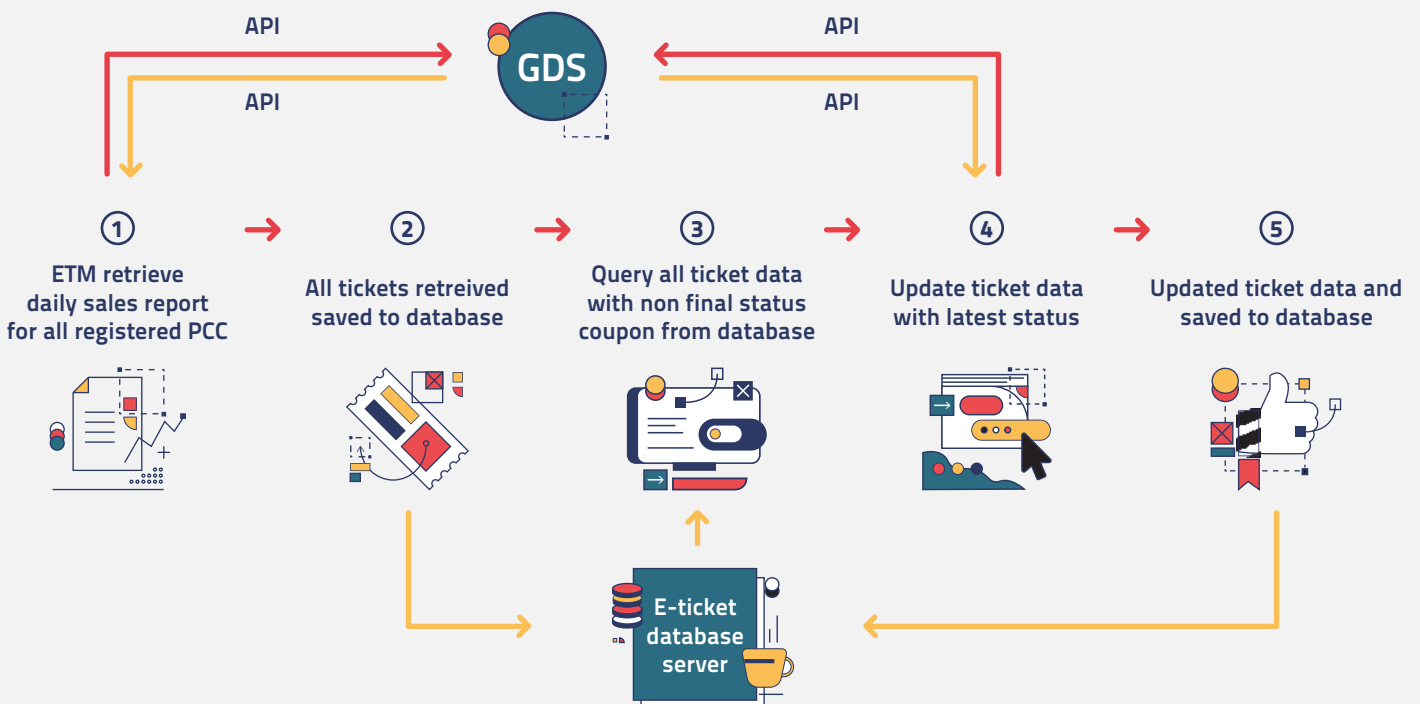
Daily Reports Made Easy

Flexible reporting to meet all your operational needs both internally and for sharing with your partners. The E-Ticket Manager helps load and extract daily reports from your GDS on-demand, and lets you know if there are any unused air tickets eligible for a refund.

Automated Process

Monitoring and processing complex refunds can be a lengthy and complicated process. As an integrated web-based proprietary technology which works with all GDS, the E-Ticket Manager offers you an easy-to-use solution to assist and simplify the process effectively and accurately.

How Does E-Ticket Manager Track Unused Airline Tickets?

API   GDS   API
API   API

1. ETM retrieve daily sales report for all registered PCC
2. All tickets retreived saved to database
3. Query all ticket data with non final status coupon from database
4. Update ticket data with latest status
5. Updated ticket data and saved to database

E-ticket database server

Fare Filing Americano

Americano is developed to address the unique challenges for multi-GDS travel agencies and markets which helps you access and distribute fares across multiple GDS efficiently, within a single loading request.

Why Fare Filing Americano?

Multi GDS Fare Loading

Americano allows you to accelerate mass fare loading and distribution processes within one single loading request via API–XML schema. Americano is specially developed to address the unique challenges for multi-GDS travel agency businesses.
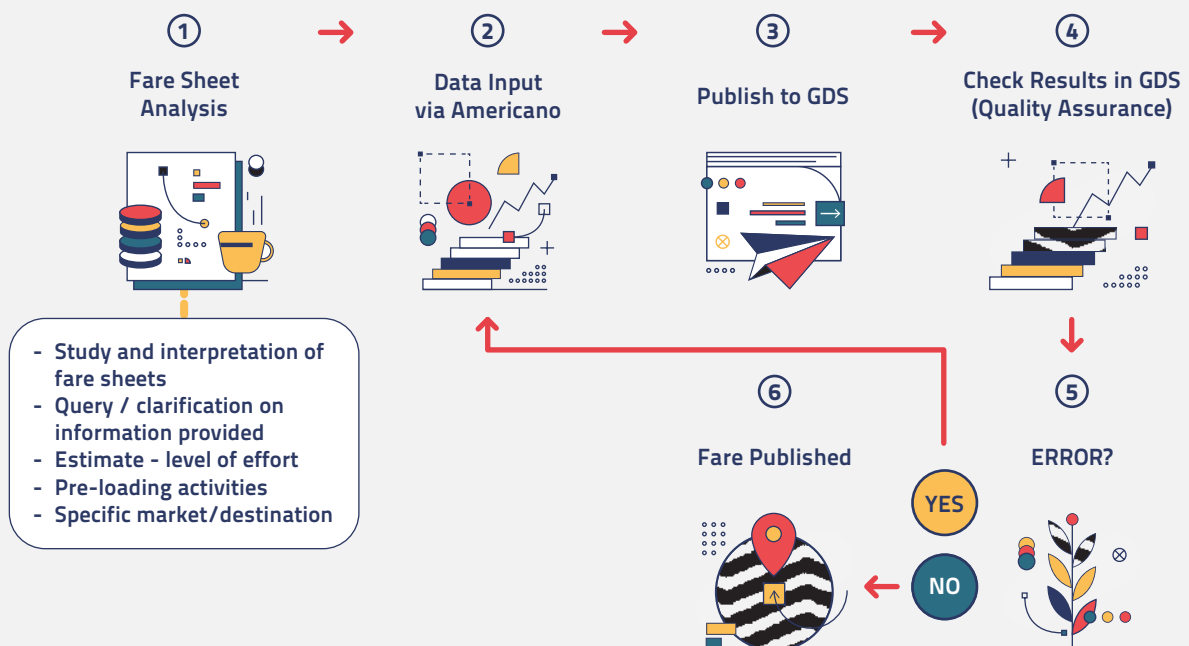
Automation for Maximised Efficiency

Equipped with a fare sheet scanner feature, Americano enables you to automatically scan fare sheets to your database without manual input, cutting significant hours off your day-to-day work. With a more efficient process, you're able to free up more time to focus on other important aspects of your business.

Publishing Fare Accurately

Fare Filing Americano provides a preview to analyse, display and check if there are any fare discrepancies between user's input and fare contract from airlines. This allows you to make fare corrections before fare distribution, ensuring minimal risk of expensive ADM's (Agency Debit Memo) if fares are not loaded correctly.

How Fare Filing Americano Works

① Fare Sheet Analysis → **② Data Input via Americano** → **③ Publish to GDS** → **④ Check Results in GDS (Quality Assurance)**

- Study and interpretation of fare sheets
- Query / clarification on information provided
- Estimate - level of effort
- Pre-loading activities
- Specific market/destination

⑥ Fare Published

⑤ ERROR?

YES

NO

Fare Management Platform

ATI's Fare Management Solution, called FMP, facilitates efficient review stages and fare distribution, enabling shorter time-to-market and providing attractive and the best possible pricing for the right customers at the right time to maximise your airline's revenue.

Why Fare Management Platform?

Integrated Efficient Workflow

FMP allows you to simplify negotiation and review stages within your organisation and upload specified fares and add-ons automatically to ATPCO, facilitating an efficient distribution of fares which enables shorter time-to-market.
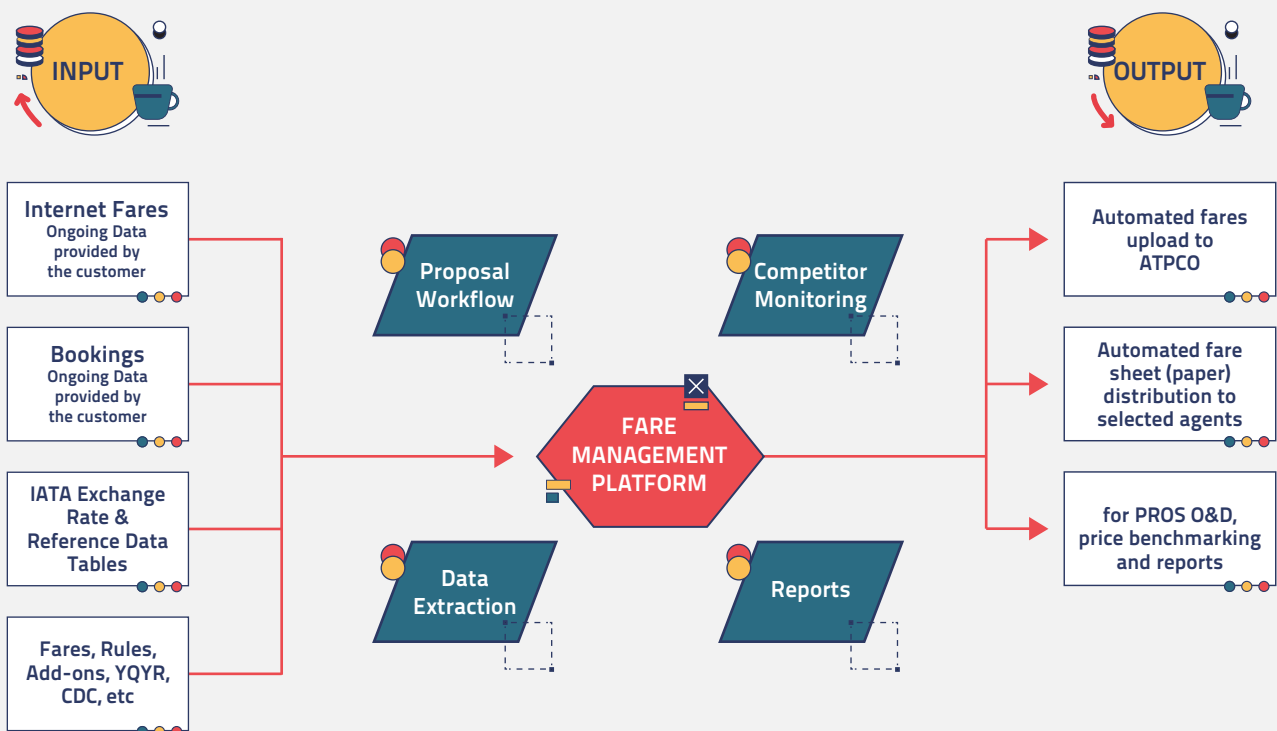
Flexible Features Development

To cater to airline's specific business needs, FMP is equipped with custom developed features such as automatic creation of work orders, targeted competition monitoring, and customisable data feeds from various subscription and manual inputs, equipping airlines with comprehensive insights to determine pricing dynamically.

Competitive Market Pricing Insights

Understanding the need for airline fares to be competitive, FMP equips airlines with competitor monitoring and fare analysis features for comprehensive market pricing benchmarks, creating dynamic pricing strategy for airlines to remain competitive in the market.

How ATI's FMP (Fare Management Platform) Works

INPUT

OUTPUT

Internet Fares
Ongoing Data provided by the customer

Bookings
Ongoing Data provided by the customer

IATA Exchange Rate & Reference Data Tables

Fares, Rules, Add-ons, YQYR, CDC, etc

Proposal Workflow

Competitor Monitoring

FARE MANAGEMENT PLATFORM

Data Extraction

Reports

Automated fares upload to ATPCO

Automated fare sheet (paper) distribution to selected agents

for PROS O&D, price benchmarking and reports

WORKING WITH THE BEST IN THE INDUSTRY

CONTACT US!

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