

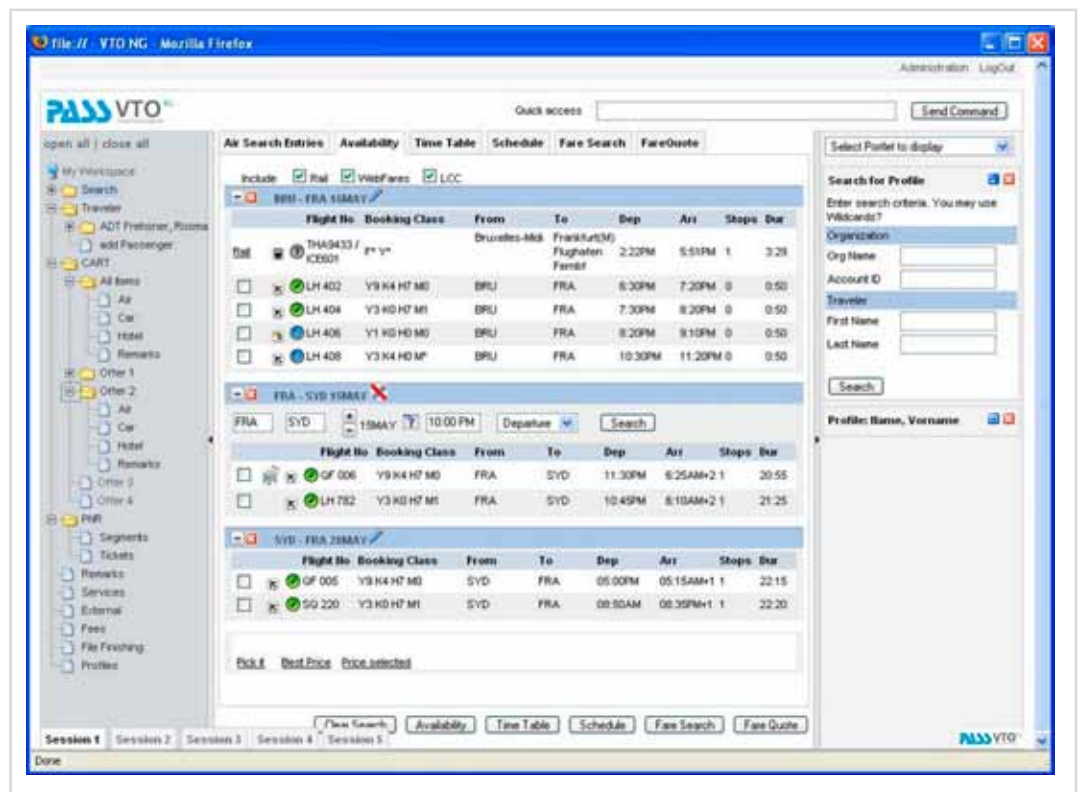
VIRTUAL TRAVEL ORGANIZER(VTO 2G)

INDIVIDUAL AGENT POINT-OF SALE (POS)

Green screens similar to DOS mode and keyboard commands are things of the past - today agencies and travel management companies can design their booking systems utilizing the latest browser technology, making it visually attractive and allowing the end user to easily operate.

The technical basis for this is PASS VTO 2G. PASS VTO 2G is a modular system with which an appealing, functional booking front-end can be created.

This is an example how your VTO 2G could look like



VTO 2G FEATURES:

Active Selling: This function shows additional content related information so the travel agent is able to escort his customer with planning the rest of the trip.

Active Consulting: This function, based on rules, helps to support the agent in providing all relevant facts on the planned trip such as warnings issued by the state department, visa and health insurance requirements.

Active Customer Care: This enables to integrate CRM-functions into the consulting and booking process.

Quicksearch: This sophisticated feature will increase the performance of experienced agents. It enables the agent the use of traditional native GDS screen commands for his request. The response will be displayed in VTO's well-established graphical format. The feature will be configurable and clients can enhance the feature themselves using the PASS rule engine.

THEREFORE VTO IS TURNED INTO A CONSULTING TOOL BASED ON ...

CONTENT:

- Airlines
- Low Cost Carrier
- Hotel content
- Rental cars
- Any additional content

USABILITY:

- Cross selling capabilities
- State of the art, intuitive, highly configurable GUI
- Enhanced usability for experienced agents and novices alike
- Fast and easy to navigate
- Highly modular, easily adjustable design

MAJOR GOALS:

- Increased agent productivity
- Unified workflows
 - best agent acceptance for graphical interface
 - multi source usage
- Best quality of customer service
 - easy to find
 - best offer (not just cheapest)
- Agent support at his fingertips for best consultancy
 - reduce complexity
 - agent should not have to think, he has to sell
 - remind agent to gather and/or pass along necessary information needed for the specific process
 - shortest period of time to increase productivity and reduce customer waiting time

For further information please have a look at our in-depth product details and our up to date process handling below and contact us via mail at: usa@pass-consulting.com or call us at: +1(305) 269 – 6975.

STANDARDIZED DEVELOPMENT INSTEAD OF STANDARDIZED PRODUCT

With the successful integration of our Agent Point-of-Sales tool "Virtual Travel Organizer" (VTO) to several of the top Travel Management Companies we have learned one lesson: There is no such thing as "One size fits all!" for a graphical user interface in this industry.

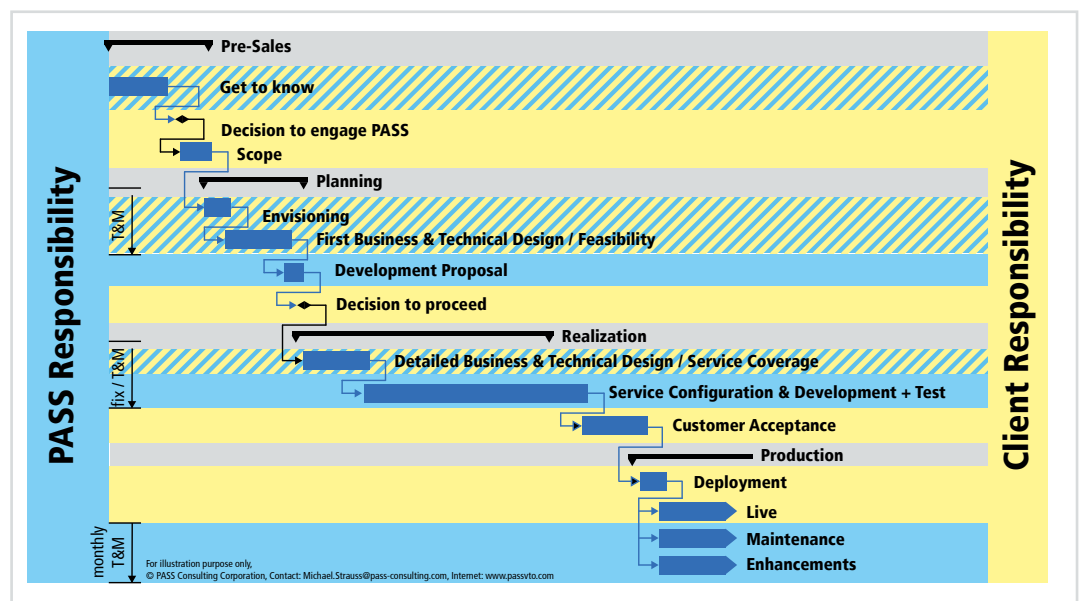
The Business Unit Travel has always focused on licensing and application service provisioning. Now, in 2008 we decided to develop our Agent Point-of-Sale product in accordance to the individual requirements of our clients. This means we go back to our roots as a Software Development Company with customized software applications for the prize of standard software.

Nevertheless we have installed modern state-of-the-art development structures. The licensing model of our backend product's, the Multi-GDS Hub XX/1 and the FareQuoteManager FQS will remain unchanged. This is in line with the general understanding that a front-end product, such as a graphical user interface (GUI) or a point-of-sales (POS), needs to be individually designed and developed and also needs to change consistently, while a backend application or programming interface (API) remains unchanged for decades.

INDUSTRIAL SOFTWARE DEVELOPMENT APPROACH IMPROVES TIME TO MARKET

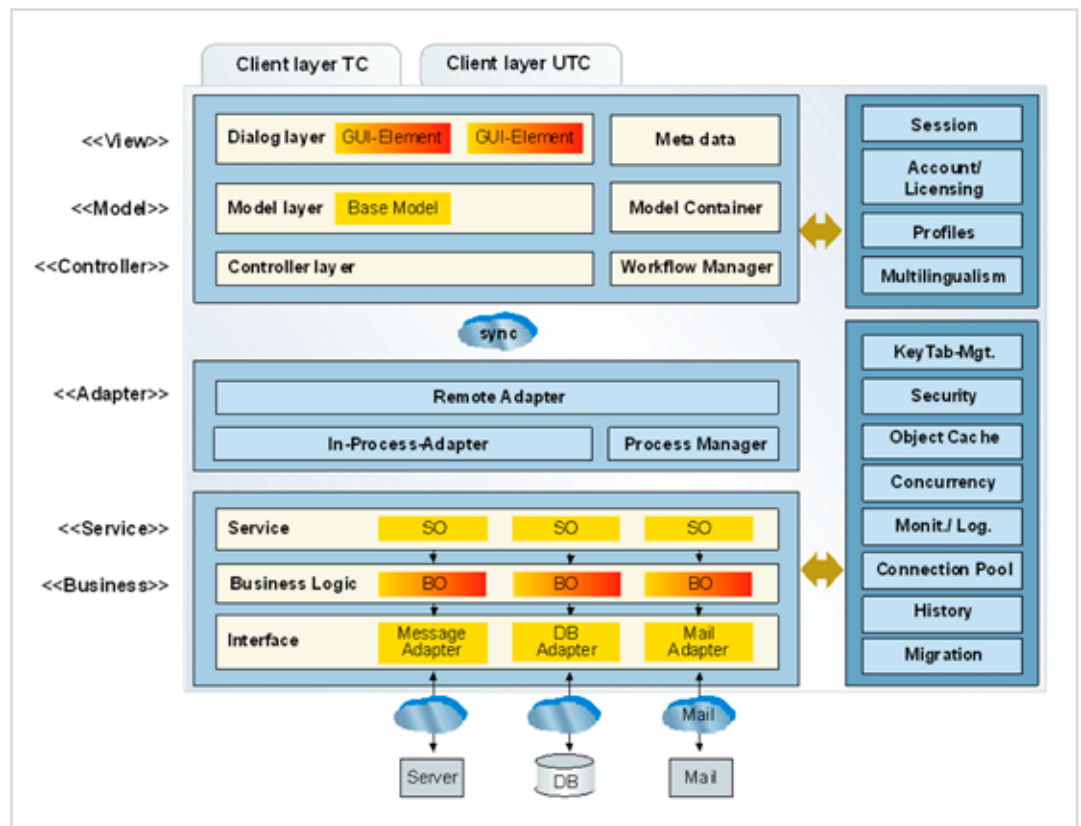
Instead of beginning with a lengthy gap-analysis which may leave the customer with a slight sense of an incomplete product with compromises to their needs and requirements, we now start with the scope and envision session followed by the First Business & Technical Design / Feasibility.

Project Handling @ PASS



The illustration shows the new approach following the advantages of Industrial Software Production. The overall process is simplified and thus helps us reach our goals faster and more efficiently.

Industrial Software Production - Automation Potential



This approach is comparable to the process of buying a car. You buy a completed product – for instance a red car with black seats and a CD player, but you'd prefer a silver car with grey seats and an iPod docking station it is going to be rather expensive to make those changes in order to get the car that you want.

DEVELOPMENT: INDIVIDUAL SOFTWARE OFF-THE-SHELF

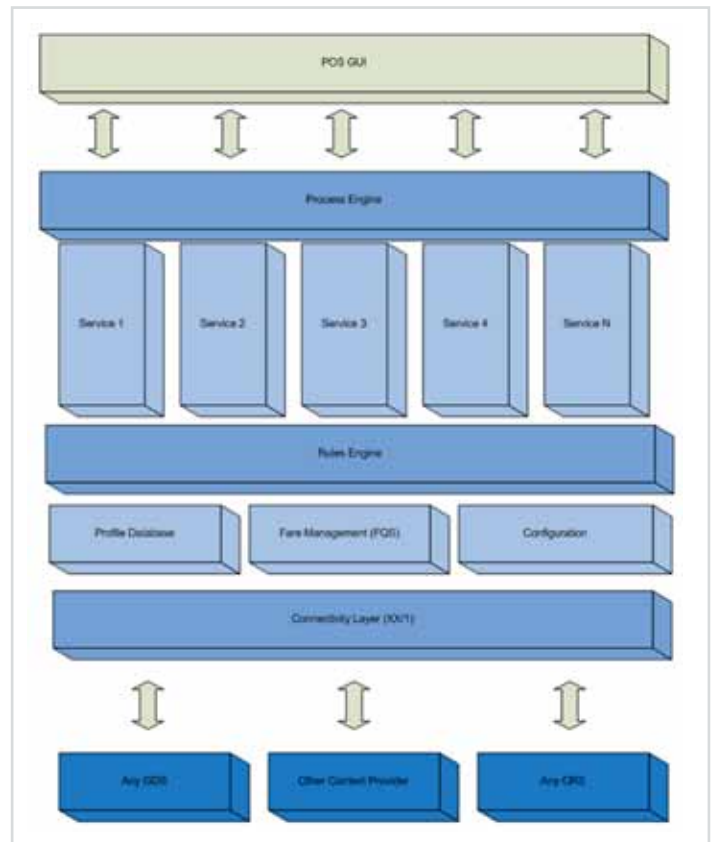
In case our client accepts our proposal we will accomplish the development immediately using our Virtual Software Factory (VSF). The factory approach offers a balance between standard and individuality. Going back to the industrial example: Manufacturing cars in an assembly line has been a standard for years in the automotive industry. Industrial methods were only recently introduced into the domains of IT- and software suppliers. In order to automate the development of applications, modern code-generators produce software following the principles of Model Driven Development (MDD) and Model Driven Architecture (MDA). The use of abstract models is an essential part of MDA driven concepts. Although they merely represent the functional core of an application, no particular language or architecture is required. A significant increase in efficiency and quality while ensuring flexibility at the same time can only be achieved by integrating a broad factory approach into generative technologies. The goal is to automate more than 80 percent of this process. An additional advantage is the reduction of human errors along with integrated likewise automated test procedures within the VSF.

The new edition of our Point of Sales tool, VTO 2nd Generation (VTO 2G), is developed and generated in accordance with the MDD/MDA software development of the Virtual Software Factory.

VTO 2G is a framework of services which supports the search and booking process of products from the travel industry on the technological side. It is based on SOA (Service Oriented Architecture) and BRA (Business Rules Approach). Every service can be configured and is precisely controlled via Business Rules following the client's needs. The Point-of-Sales GUI (graphical user interface) is just one of several components.

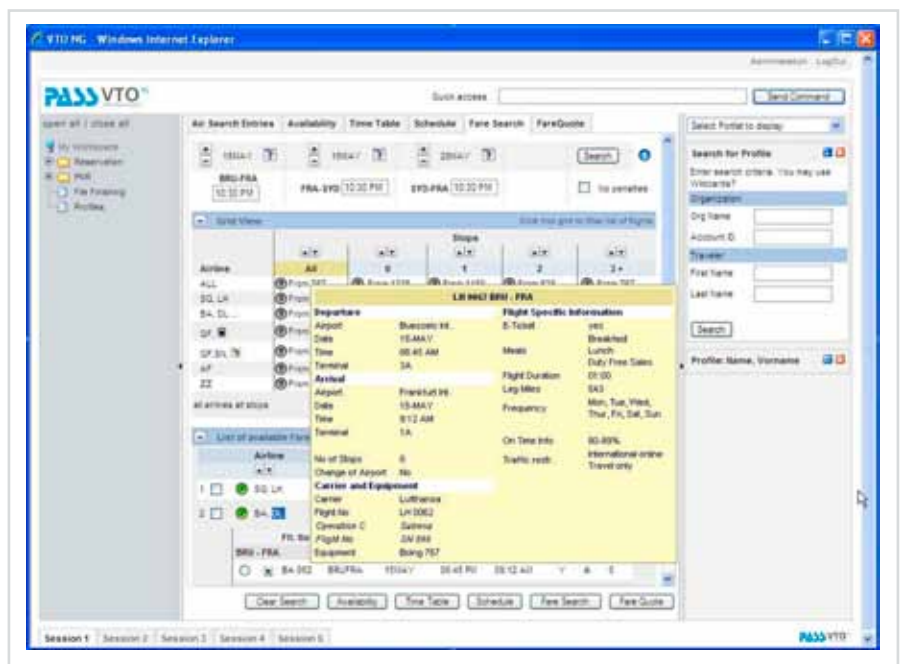
The GUI is the interface component to communicate with the user. The process engine controls and coordinates the services. The whole software application is based on SOA. Each service can also be used individually. The Rules Engine enables a fast and flexible adjustment of the whole software application according to the client's requirements. Additional modules, such as profile data base, fare management and configuration management, broaden the possible fields of application.

Architecture Virtual Travel Organizer 2G



With the help of the connectivity layer we are able to connect to any GDS as well as any other source.

One example of the revised look & feel of VTO 2G. The POS GUI is a fully reworked VTO with trend-setting graphics and 1024 * 768 or higher resolution. The main menu (tree-view) can be hidden on the left hand side adding more working space in the center of the screen. Portlet area with additional information supporting the process on the right hand side.



Active Selling

Sales supporting information

Active Consulting

Background information for agents to provide optimal customer service

Active Customer Care

Additional information to the current customer for most individual service.

Quicksearch

This sophisticated feature will increase the performance of experienced agents. It enables the agent the use of traditional native GDS screen commands for his request. The response will be displayed in VTO's well-established graphical format. The feature will be configurable and clients can enhance the feature themselves using the PASS rule engine.

GO LIVE & MAINTENANCE OPTIONS

Optionally we can also support you with the deployment of software, training of the end users and administrators, setting into production and other go live tasks including monitoring, performance, troubleshooting and customization. Our proposal usually contains one or more maintenance options to choose from. Depending on your needs one of the following options will give you the highest comfort level to fit your business model.

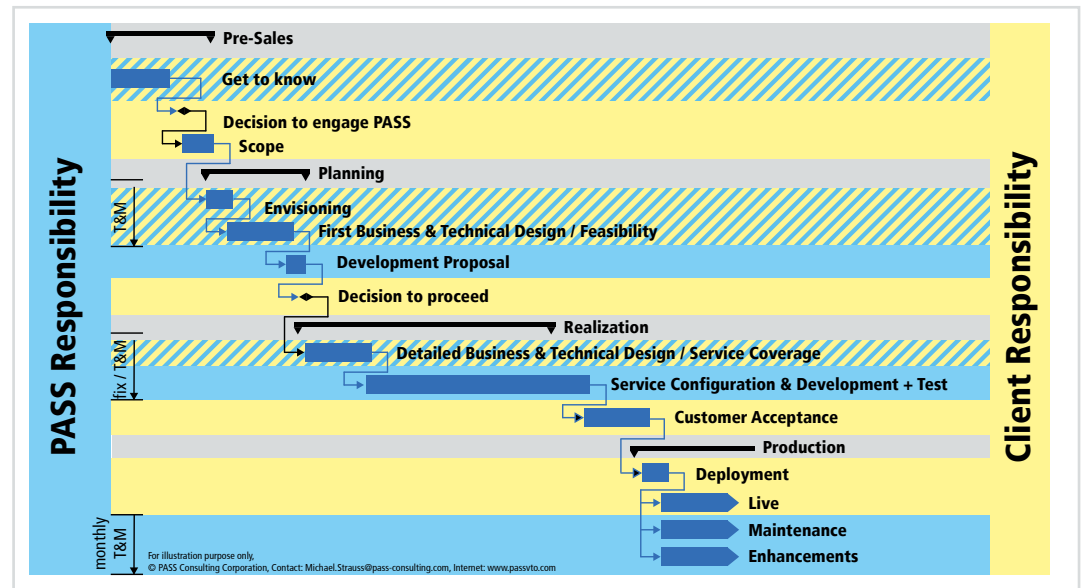
| Maintenance by | full advantage of VSF | upfront | monthly |
|--|-----------------------|------------------|----------------|
| PASS | ++ | \$\$ (or \$\$\$) | \$\$ (or \$) |
| Client using a PASS Center of Excellence | + or ++ | \$\$\$ | \$ + own staff |
| Client | - | \$\$\$\$ | - |
| no modifications | - | \$ (or \$\$) | \$ (or -) |

The application can be hosted in the client's location or in the PASS high security datacenter.

For further information please contact us via mail at: usa@pass-consulting.com or call us at: +1(305) 269 – 6975.

Please find the suggested project timeline below.

OUR PROJECT TIMELINE



PLANNING:

ENVISIONING:

During this initial phase of the project requirements of the system will be detailed and incorporated into a rough outline. The intended business processes and the required data have to be looked at in detail for this. On the basis of this, project planning will be refined. The major results of this phase are:

- Clarification of any question remaining from the scope document provided by client
- Clarification of all Requirements
- Overall envisioned high-level project plan and deadlines

FIRST BUSINESS & TECHNICAL DESIGN / FEASIBILITY PHASE:

Based on the approved requirements specification created during the envisioning phase the focus lies on the creation of a detailed first Business & Technical Design document which specifies the functionalities, how they should be implemented and describes the interfaces with existing systems of PASS, third parties and/or client. At the same time, project planning is refined in order to achieve a detailed joint understanding of the project by the end of this phase, which is then documented in a Statement of Work (SOW). Based on the approved results of the conceptual design and planning PASS will be able to present a proposal for the subsequent phases based on fixed-price for all in-house systems.

- Feasibility study
- First business concept
- First technical design specification
- Project plans (refined plan of project phases, plan of project structure, plan of milestones, risk assessment, timeline)
- Statement of Work

REALIZATION:

DETAILED BUSINESS & TECHNICAL DESIGN / SERVICE COVERAGE PHASE:

Based on the approved Business & Technical Design specification created earlier, in this phase all requirements, interfaces, data models, system architecture, GUIs & Navigation models, mappings, schemas, etc. required to carry out the project are specified in detail. A creation of a prototype/proof of concept may also be part of this phase.

- o Detailed business concept
- o Detailed technical concept
- o System architecture
- o Mapping of requirements and processes to business objects
- o Schema definition
- o Detailed specification of internal and external interfaces
- o Data models
- o System architecture
- o GUIs & navigation models
- o Proof of concept / prototype

SERVICE CONFIGURATION & DEVELOPMENT + TEST:

Following the preparation of the base infrastructure, the server and software components, during this phase a development and testing environment is set up. The specified adaptations of the system (customizing) and the required additional development are carried out in this environment. During this phase, developers will subject the completed components to a first test (developer tests).

Once customization and development are complete, a testing phase follows. The tests are carried out by employees specifically trained in the processes and methods of QS and completed by the acceptance test:

- Component tests
- Integration test
- Load test
- Acceptance test