

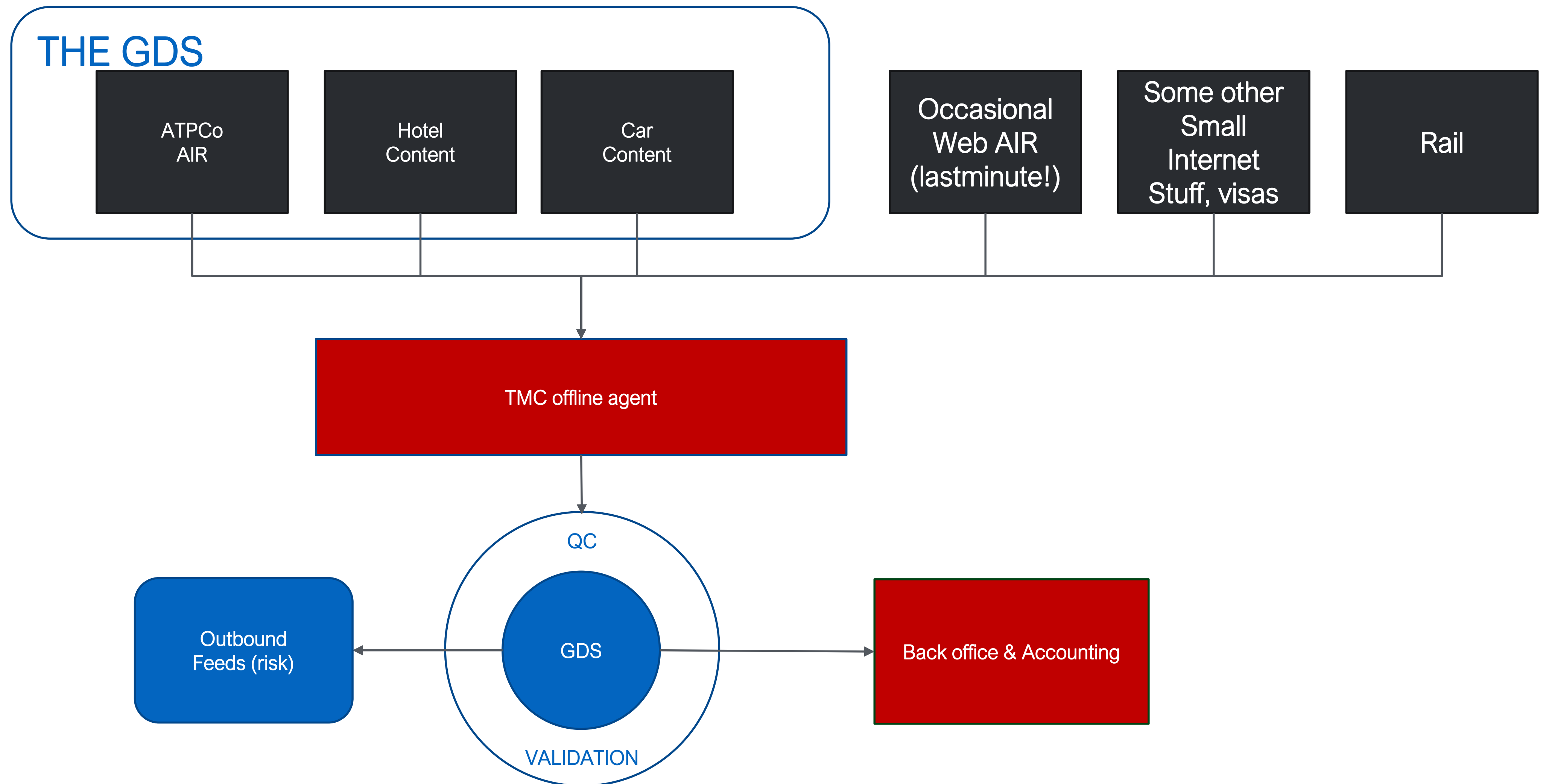


AirGateway

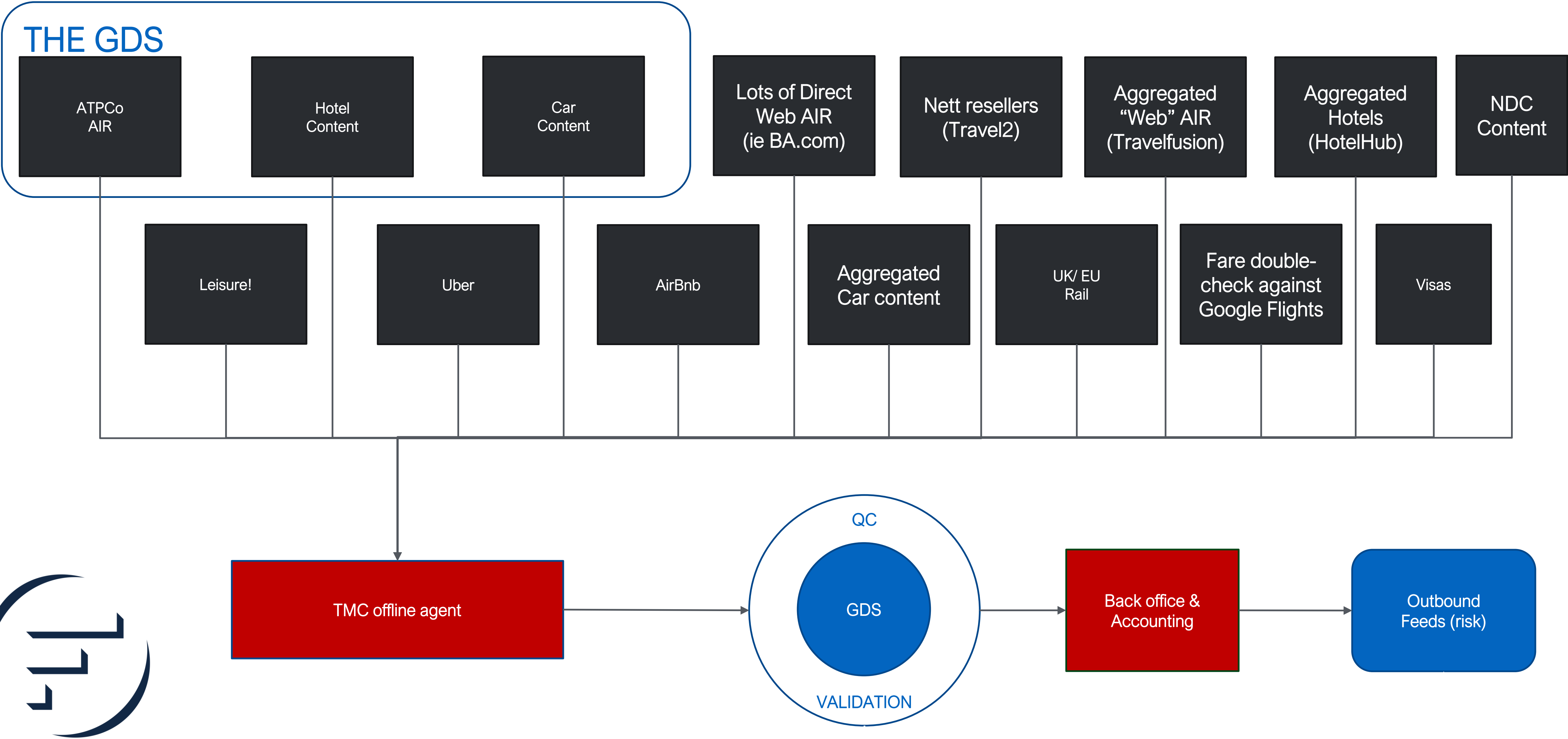


Enabling the NDC age for the airline retailing industry

Traditional agent architecture aka "The Good ol' Days" – c2000

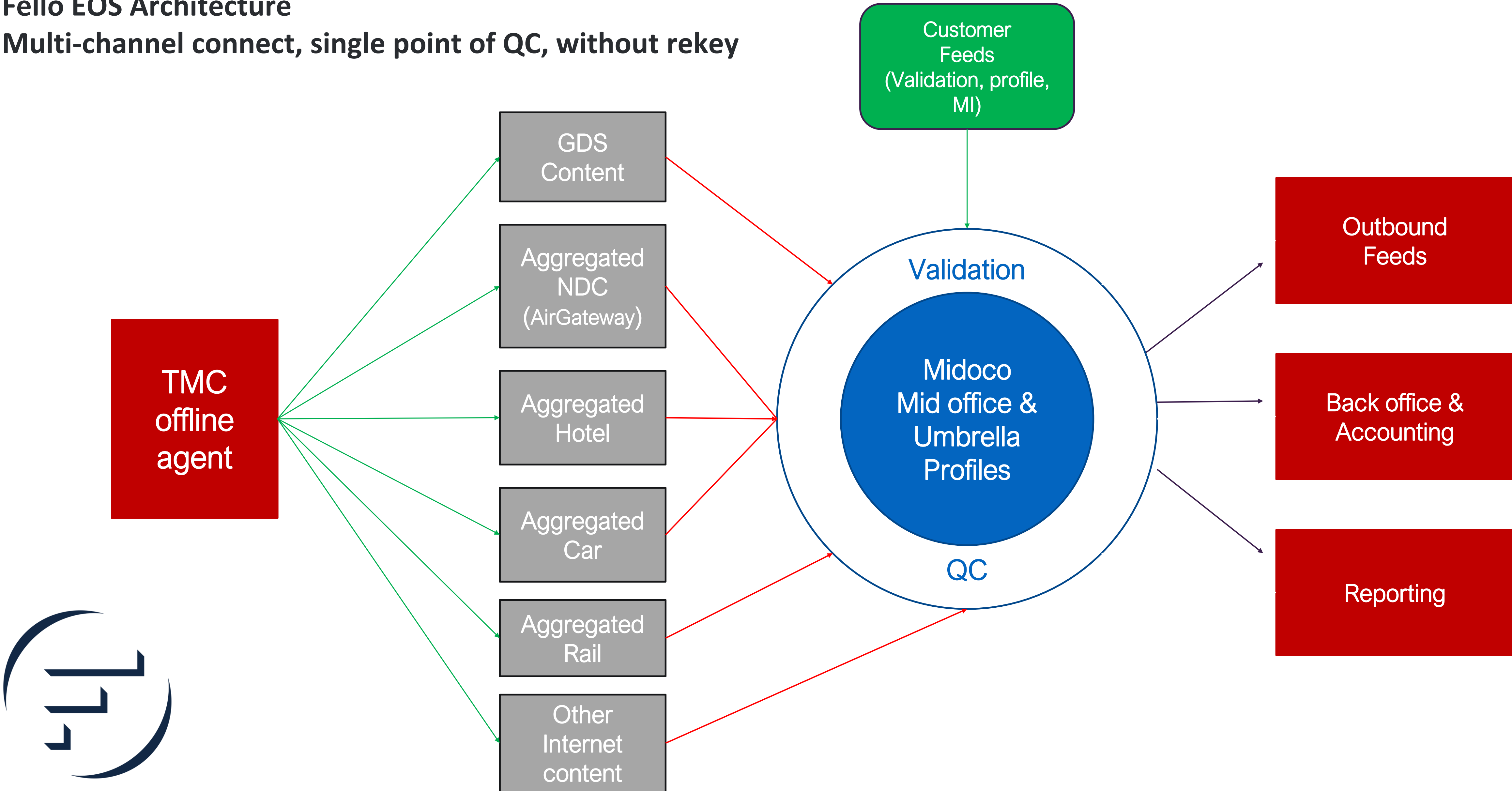


Common TMC Architecture aka No quite the Good ol' Days anymore...



Fello EOS Architecture

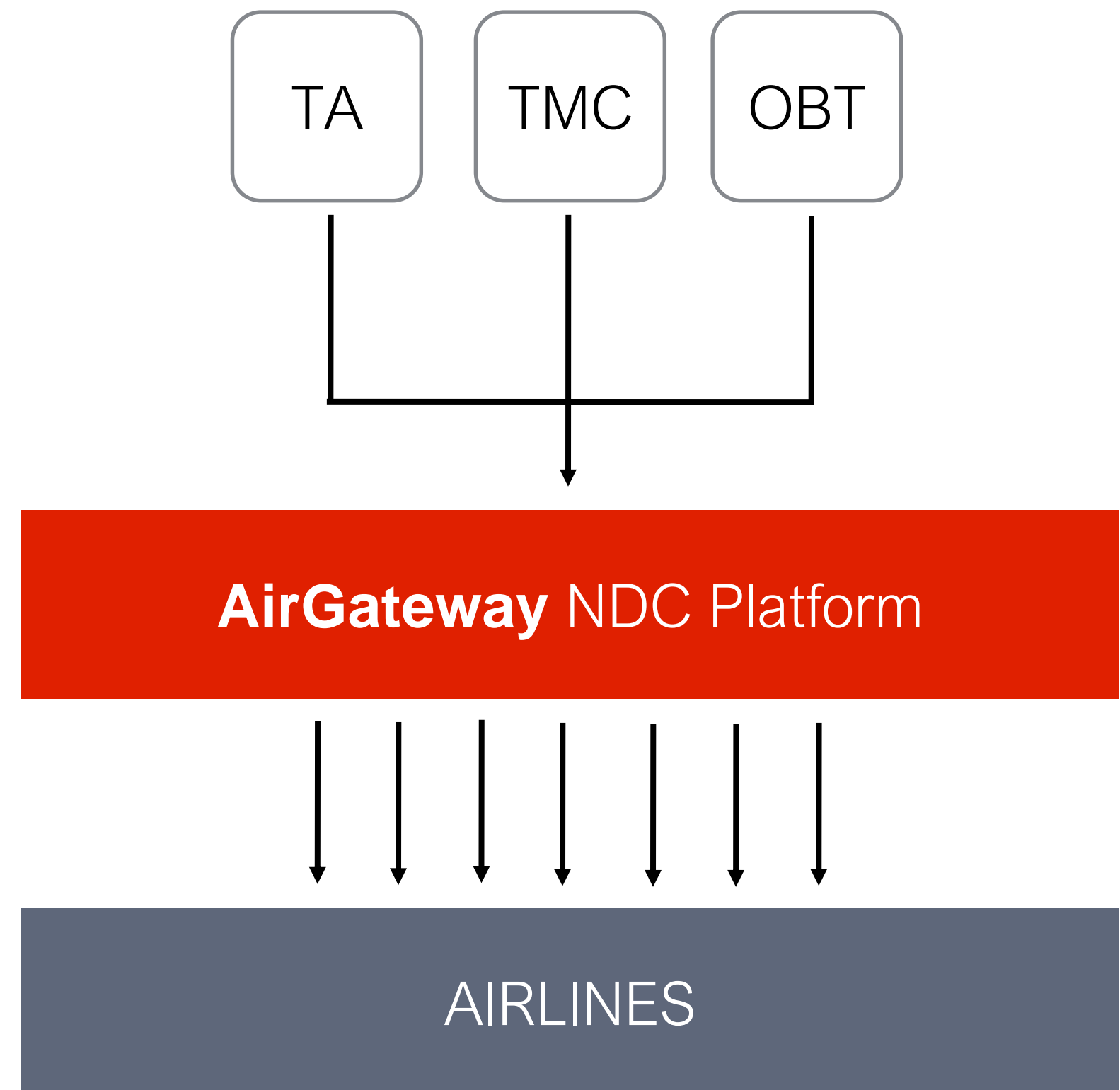
Multi-channel connect, single point of QC, without rekey



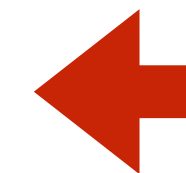


Enabling the NDC age for the airline retailing industry

AirGateway NDC Aggregation Platform



- TMC Frontend
- NDC APIs aggregation
- Offers & Orders Consolidation
- Post-Booking Ancillaries
- Servicing & Fulfilment

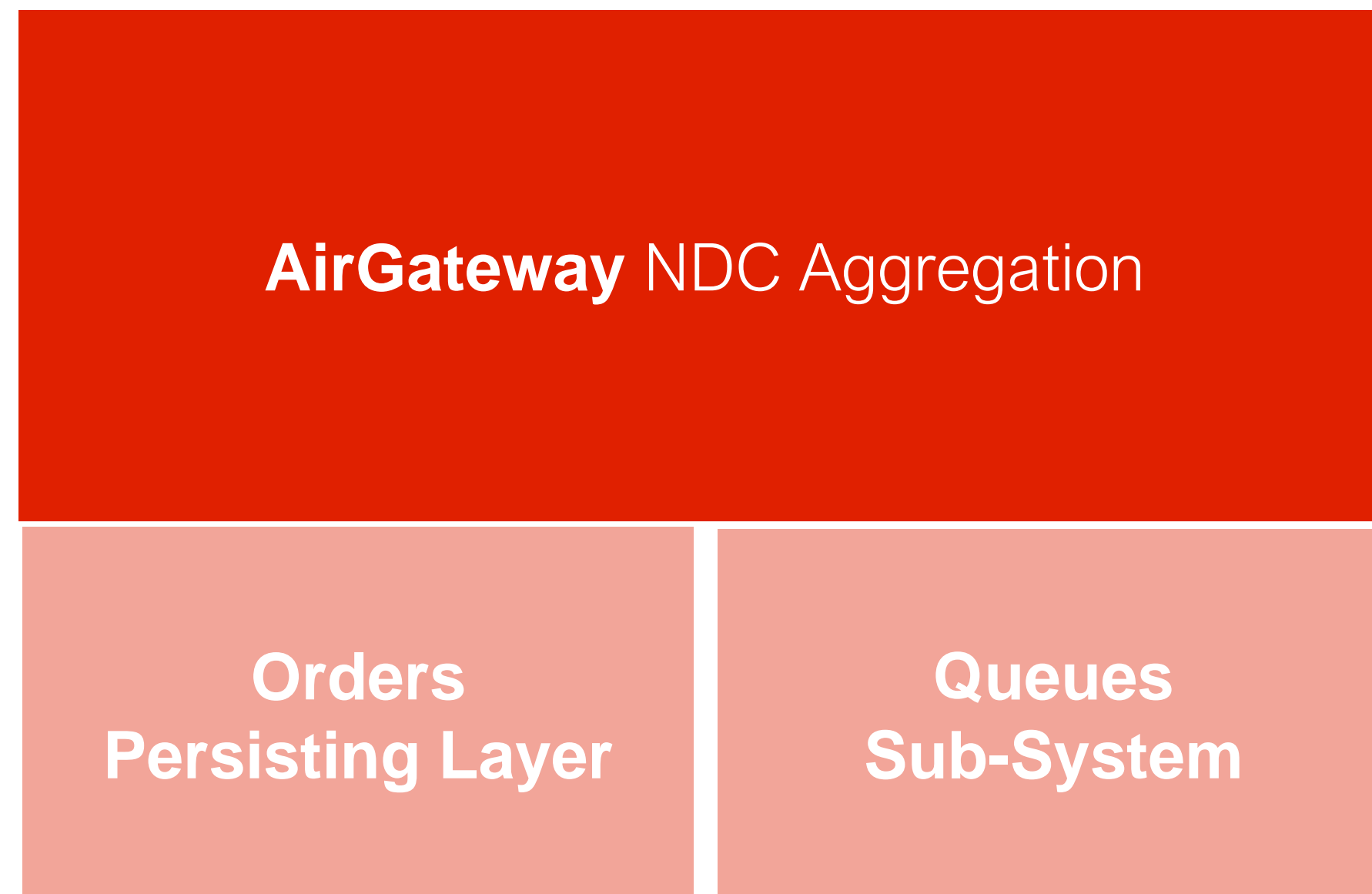


NDC Aggregation + Order Management

Our aggregation platform is designed to work 100% on real-time shopping

- **100% live-shopping enables dynamic pricing and increases bookability**
- **Offer consolidation, normalisation, and expiration control**
- **Offer results filtering by all available criteria**
- **Multi-currency on-the-fly conversion**
- **Order status tracking and order validation for servicing**

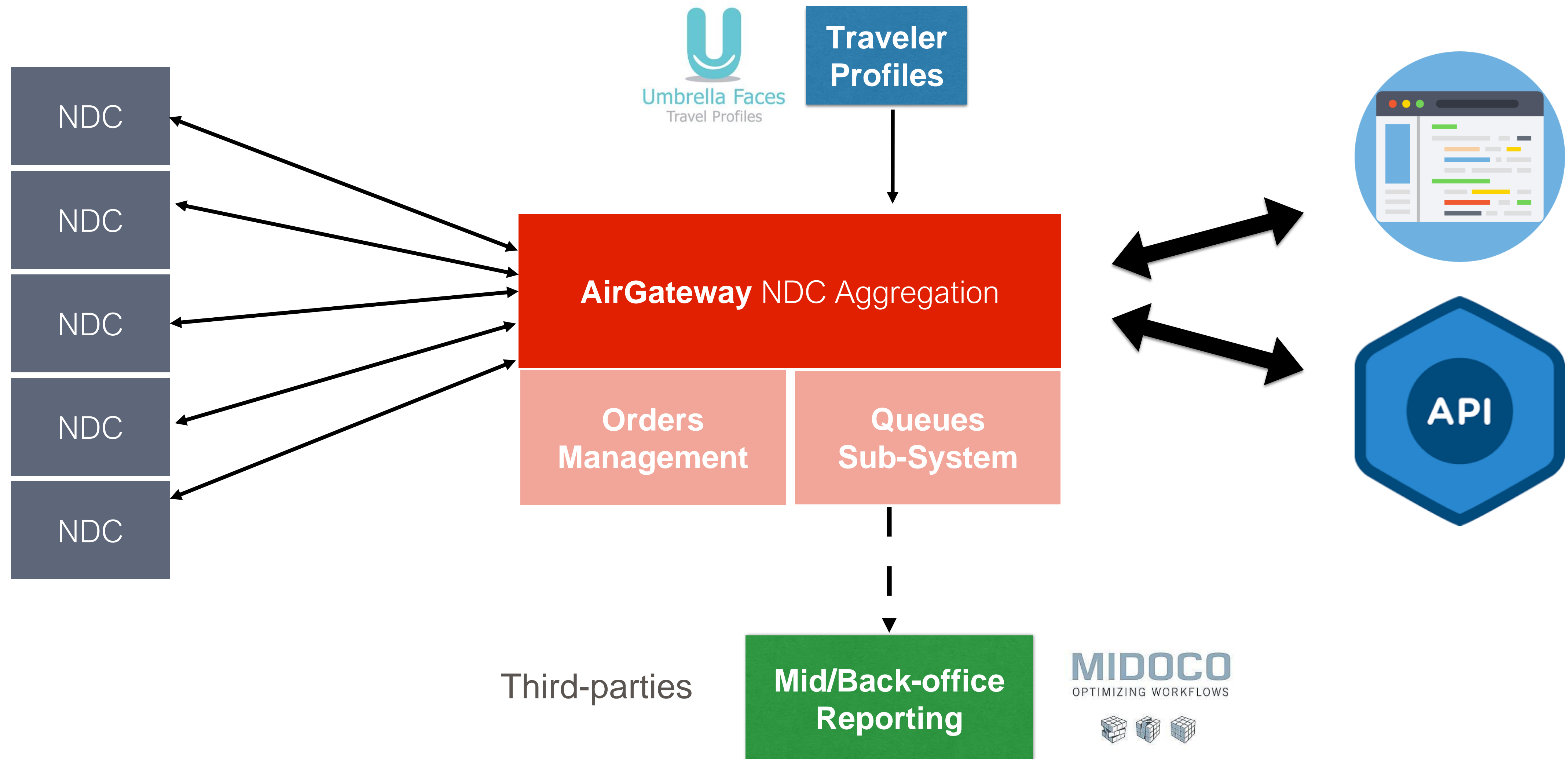
Order Management



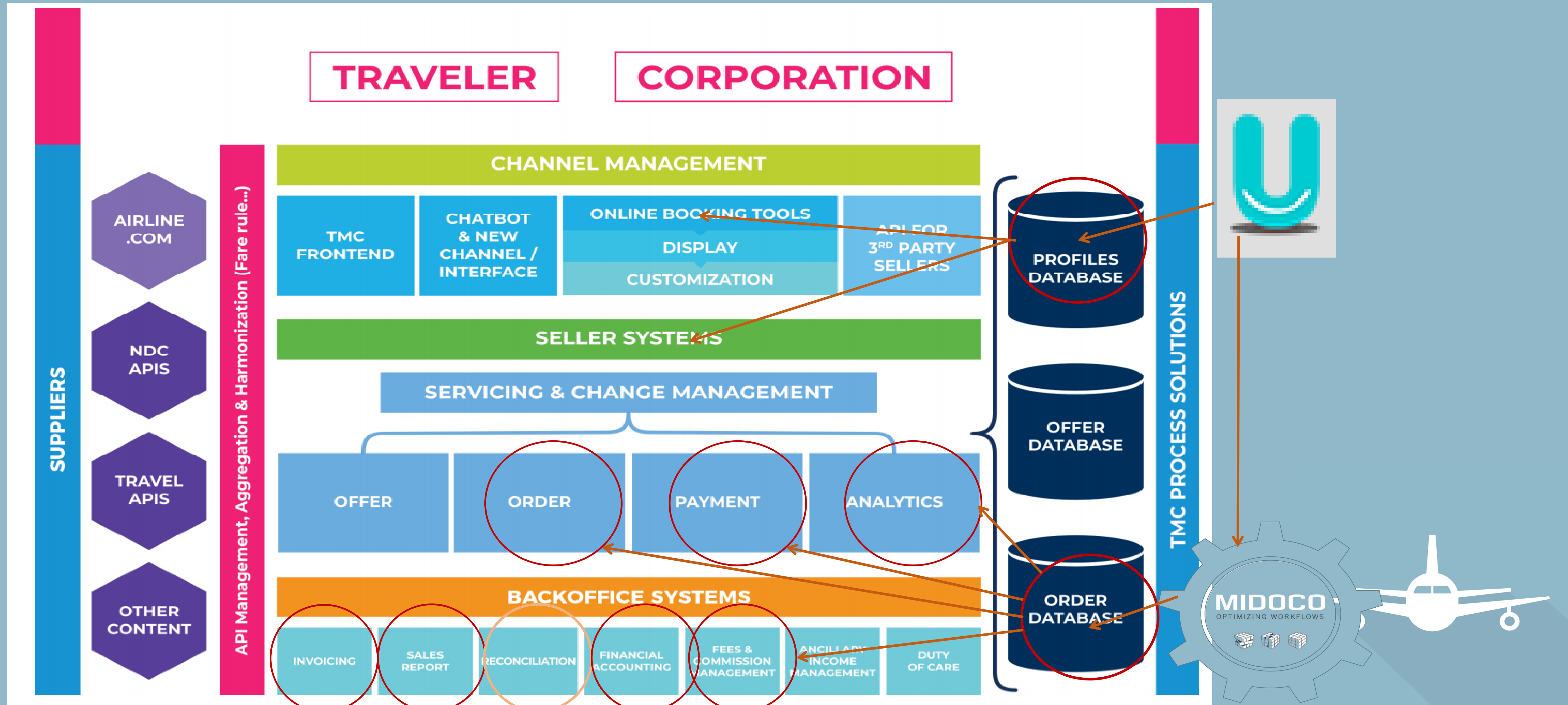
- Order Consolidation & Persisting
- Orders Search (by PNR, Route, PAX info...)
- Order Comments and Remarks.
- Order History (Issuing, Changes, Cancellations...)
- Events handling (OrderCreated, OrderTicketed, OrderChanged, OrderCancelled, ...)
- Processing Queues implementing third-party Integrations (notifications, reporting, analytics...)

Our NDC platform is **order-changes aware and implements OrderHistory natively**. This includes airline-side disruption notifications (NDC message **OrderChangeNotif**)

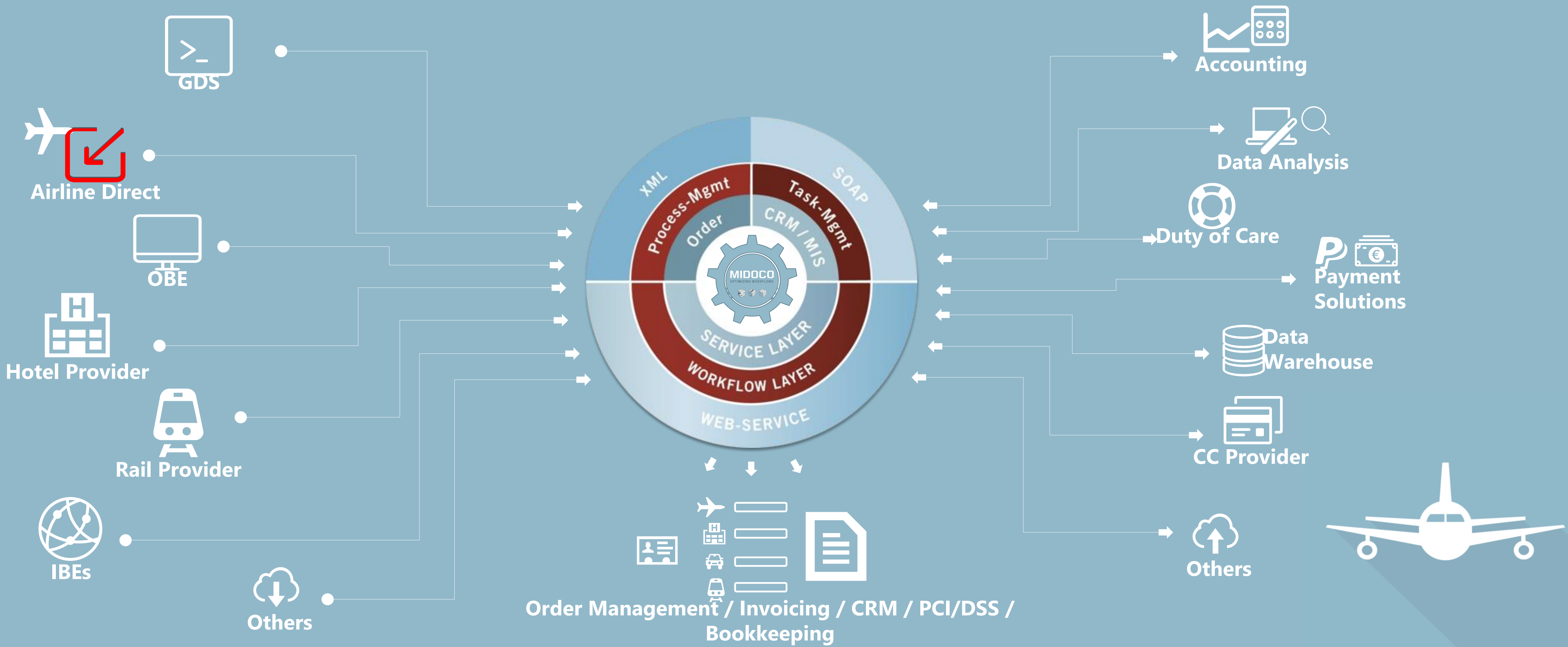
Integration Architecture



TMC Whitepaper / Midoco coverage

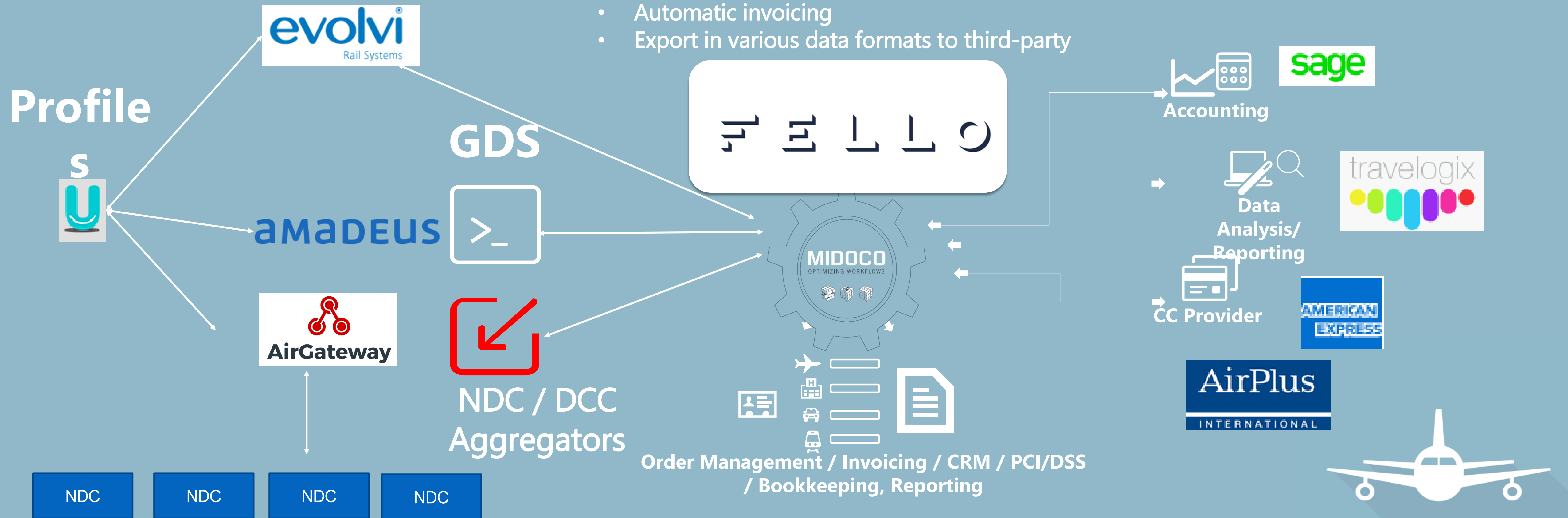


MIDOCO Architecture



MIDOCO Data flow (Fello)

- Data feeds (AIR, NDC-extended, Evolvi legacy)
- Identification OrgUnit, Rules and Workflows
- Interpretation of PNR content & Remarks
- Credit Card Data Processing
- Automatic invoicing
- Export in various data formats to third-party



Data Workflow

- Step 1. Shopping

Agent select booking's corporate customer from a given searchable list of customers

- Step 2. Booking

Traveler profiles are added to order using predictive search by name/surname within the scope of the selected corporate customer

- Step 3. Issuing & Reporting

Agent issues booking and AirGateway reports to Midoco including corporate customer ID.

DEMO!

Challenges transitioning to NDC

- Selecting Relevant Offers
 - Filtering offers on post-request time
 - Rules missing in OrderView. Needs to be populated from the offers.
 - Fare naming inconsistencies. (self-operated vs. code-shares)
 - Connecting the dots across industry providers (Customer IDs, Traveler IDs...)
- Using Data in OrderView for fulfilment
 - Moving from PNR to Order in all levels
 - Lack of ticket-level detail information (Fare-basis codes/components).
 - Lack of traveler-level financial information
- Tools to transition GDS to NDC
 - Web-based filtering
 - GDS-like search commands

Issues with NDC / other DC connectivity

- Speed and reliability of interfaces
- Push vs. Pull (sometimes too slow, for street offices or telephone orders transfer should be instantly)
- Missing fields in data formats (DBI information, activity fields, profile support)
- Lack of user management on aggregator side
- Airline specific behaviour (handling of airline fees, cancellation charges etc.)
- Lack of non GDS (and non ticket based) support in connected systems
- ONE Order awareness not really in sight (esp. for third-party systems)





Thank you!