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...

THE GDS

ATPCo AIR

Hotel Content

Car Content

Lots of Direct Web AIR (ie BA.com)

Nett resellers (Travel2)

Aggregated "Web" AIR (Travelfusion)

Aggregated Hotels (HotelHub)

NDC Content

Leisure!

Uber

AirBnb

Aggregated Car content

UK/EU Rail

Fare double-check against Google Flights

Visas

GDS

Back office & Accounting

Outbound Feeds (risk)
Fello EOS Architecture
Multi-channel connect, single point of QC, without rekey

TMC offline agent

GDS Content
Aggregated NDC (AirGateway)
Aggregated Hotel
Aggregated Car
Aggregated Rail
Other Internet content

Midoco Mid office & Umbrella Profiles
Validation

Customer Feeds (Validation, profile, MI)
Outbound Feeds
Back office & Accounting
Reporting
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

AirGateway NDC Aggregation

Orders Management
Queues Sub-System

Traveler Profiles

NDC
NDC
NDC
NDC
NDC

Third-parties

Mid/Back-office Reporting

API
TMC Whitepaper / Midoco coverage
MIDOCO Architecture

- Order Management / Invoicing / CRM / PCI/DSS / Bookkeeping
- Accounting
- Data Analysis
- Duty of Care
- Payment Solutions
- Data Warehouse
- CC Provider
- Others

AIRLINE DIRECT
- GDS
- OBE
- Others

HOTEL PROVIDER
- Hotel Provider
- Others

RAIL PROVIDER
- Rail Provider
- Others

IBE
- IBEs
- Others
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

Profile

evolvi
Rail Systems

GDS

amadeus

AirGateway

NDC / DCC Aggregators

Order Management / Invoicing / CRM / PCI/DSS / Bookkeeping, Reporting

Accounting

Data Analysis/Reporting

CC Provider

NDC

NDC

NDC

NDC

NDC
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!