



*Presenting SkyGate5 for travel departments,
implants, and explants*

*SkyGate International A/S
celebrates a decade of Travel Management
boosting efficiency, lowering expenditure
and enriching knowledge*

Presenting SkyGate5

Travel departments, “implants” and “explants” were traditionally dependent on supplier technology; administration was just a matter of getting requests processed, and managing cost-saving strategies non-existent. Since then, booking a travel service has spread to the Internet and the number of travel service providers has grown. This development has made it hard for travel departments to enforce the objectives of efficient Travel (Procurement) Management.

Now we have developed SkyGate5 encapsulating both the objectives of Travel Management and those of truly adaptive and integrated technology. Throughout numerous implementations our systems have always proven self-financing enriching information for the benefit of daily operators and a targeted corporate cost strategy. In this document you find further introduction into the means and objectives of TM, front office integration and the enabling technology of SkyGate5.

Executive Summary

What is SkyGate5?

SkyGate5 is an online corporate travel network solution. It integrates all aspects of travel administration; enforced travel policy and profile management on all channels; supply chain integration, and interaction with the traveller across all touch points. It allows travel departments to perform activities that are structured, role-based, information rich and in sync with the objectives of travel management.

What does it let you do?

SkyGate5 is your enabler for efficient travel administration and strategic procurement. The system allows you to implement cost saving travel policies for all travel related services – and realise powerful negotiation intelligence. SkyGate5 collects all the valuable information you need to make travel administration efficient, support your travellers, and manage rising costs from a growing number of service providers. SkyGate5 leads the way to fewer strategic service providers, lower travelling expenditure and optimised administration facilities.

What is Travel Management?

Travel management objectives form two levels met by SkyGate5:

Realise global procurement strategy - and turn the negotiating power to you

- Compile all travel related information and administration in one system
- Use global volumes to negotiate with suppliers (strategic partnerships)
- Utilise SkyGate5's automation to apply cost policies in the organisation

Administrate daily travel handling

- Automate task distribution amongst all participants
- Automate critical information availability
- Optimise internal processing
- Enforce responsible purchase behaviour towards travellers
- Monitor violations, view reasons & alternatives
- Support all travel related issues in real time (cancellations, visa expiry, currency. requests, bonus points, refunds, etc.)

The objective of Travel Management is, irrespective of the supply chain configuration, to build a knowledge base used for negotiating global vendor agreements, rationalise all travel related administration, and support the traveller prior, during and after a travel.

It should be mentioned that the condition for performing activities and accumulating critical knowledge depends on the integration between supplier and customer. SkyGate5 acts as an intelligent integrator enabling the necessary "interaction framework", shared by travel departments, implants, explants, suppliers and travellers, normally a task no single supplier can lift globally.



Travel Management benefits:

- Travel policies that ensure responsible purchase behaviour
- Consolidated data intelligence for supplier negotiations

SkyGate's Travel Management competence

Today, the success of travel management is highly determined by technology.

SkyGate's automated operations lets responsible staff take account of multiple factors ultimately forming the optimum that, in one step, satisfies individual needs, corporate travel policies and the considerations of beneficial vendor deals.



For comparison, manual handling wouldn't be able to calculate an optimum using all factors, whereas just an approximation would be too costly to endeavour.

After studying work routines, sources of information, and needs for communication, SkyGate has integrated the value chain of travel services and increased the level of knowledge prior to decision-making – thereby uncovering objectives for successful and efficient Global Travel Management.

About SkyGate International A/S

For more than a decade SkyGate International has provided cost-saving software solutions and training for corporate travel departments. SkyGate solutions SkyGate 4, SkyWeb, and most recently SkyGate5 enable travel managers and travel departments to realise the TM objectives mentioned above. SkyGate delivers cost saving knowledge aggregation and operating environments for your **horizontal travel procurement strategy** integrating all travel related activity and supplier contact.

Skygate5 represents 10 years of accumulated Travel Management experience, focusing on strategic data consolidation and integration of operative entities through large-scale customers such as IKEA, NOVO, FLS, BMW and Grundfos. The carrying idea is to facilitate the operational level and thereby collect and aggregate knowledge, tying together strategic, tactical, and operative decision-making and change.

Strategic applications

By closely following every procedure concerning travel administration in enterprises, agencies and travel providers, we have incorporated all participants' perspectives and objectives in our product development. This approach is called Supply Chain Management.

Before travel service providers began to show interest in data consolidation and savings on behalf of the customer, SkyGate was offering a simple database, containing all travel related activity data and a web module for communicating with the traveller.

In this way, internal corporate travel departments were able to support the traveller with e.g. currency requests and simultaneously generate the appropriate data foundation for vendor negotiation.

The system functions as a natural basis for the travel category and as a complementing competence, realising the double objective of reducing a company's total expenses and facilitate day-to-day handling.

Next-level software

Since then we have designed SkyGate5 that can be thought of as an integrated system between suppliers, travel departments and the travellers. The platform, SkyGate5, implicates tasks and objectives for the above and allows further integration with other relevant systems.

We keep good relations with all our customers. Please feel free to request SkyGate for a personal demonstration of a successful customer implementation and witness first hand how efficient travel administration rapidly leads to reduced costs and satisfied staff.

Keeping real good track of travel expenditure and supporting all travel related issues has always been the mission of SkyGate's Travel Management software. We like to think of our vision as "information logistics" generating relevant information of the right quality, at the right time, to the right person. Our real time systems always guarantees that relevant information is always at your fingertips.

In short ...

We are proud to say that SkyGate's solutions have always been received positively by daily staff and have proven self-financing for several satisfied corporate travel departments/implants.

Below is a short summary of reasons why SkyGate5 can help you build new capabilities.

- **Process optimisation** – when calculating time expenditure for both business travellers and administrators, more than 30 % of travel costs are processing cost. SkyGate5 efficiently helps you reduce total processing costs while simultaneously enriching the operating environment for decision-making that matches corporate goals.
- **Policy enforcement** – SkyGate's travel policies has generated responsible purchase behaviour e.g. booking at a reasonably early time. This change alone has saved one of our customers more than 10% already within the first two months.
- **Responsive rule automation** – SkyGate5 tracks all activities and responds according to a rule-based system based on your Travel Management objectives of both cost-minimisation in purchase and process and traveller service enhancement. This facility ensures that all tasks are fulfilled according to operational and strategic goals.
- **All data stays in the company** – changing service provider often means that detailed purchase history and profiles are lost. This operational barrier prevents travel departments /implants from flexibly changing vendor. With SkyGate5 knowledge is always saved, minimising cost and complications for administration and travellers.
- **Tested in practice** – SkyGate looks back on a development history of 10 years. Our technology is well proven and is continuously enhanced according to customer requirements, strategic decision-making, and technology-driven Travel Management objectives.
- **Automated import of all data sources** – today travel departments have to search in several systems and read through unstructured information to make sure that all criteria are met. SkyGate5 utilises and presents all knowledge available, filtered on each specific use – so staffs never have to go through data irrelevant to their task. It also covers automated filing of all documents in all user interfaces including last travels, travel policies, real-time supplier availability, profile information including individual preferences and various reminders.
- **Next level software** – targeting travel department with a solution that captures all aspects of daily activities and strategic process and procurement management.

SkyGate5 product and process description

Companies that travel on a large scale often have no structured vendor agreements and no way of enforcing cost-saving travel policies towards the travellers.

So how do you monitor, more yet control travel expenditure? – normally you don't...

The basics

A SkyGate5 solution is a total operating environment for travel departments enabling supply chain integration, workflow automation, and traveller communication. Automated compliance towards travel policies assures travellers' privileges and preferences, staff roles and responsibilities, and a travel department that fulfils the high and low objectives of TM. A SkyGate5 solution enables you to monitor and manage travel policies on flights, hotels, travel by train and car rentals and additional services – extract valuable activity knowledge – and enhance traveller interaction. In short, SkyGate5 facilitates automated use of pre-booking data, traveller profiles and policy-guided administration for all travel related purchases commonly found in a corporate travel department.

The SkyGate5 solution contains **transparent integration** with global distribution systems (GDS), global service providers and Internet booking engines. This includes integration with Amadeus for flight, hotel and car rental and I:FAO Cytric for Internet booking. SkyGate5 also supports consolidation with credit card companies and other service providers such as TQ3 and CWT.

For implants, SkyGate5 provides integration with invoice and ticketing systems commonly used in travel agencies. Additionally SkyGate lets implants and travel departments integrate with HR systems and financial systems, such as SAP HR, SAP FI and Oracle. Additional system integration is possible using XML to any other system or service provider.

To meet TM objectives, SkyGate5 saves all transactions and keeps records of all interactions between SkyGate5, systems, and people from the moment of booking request giving personnel early insight on all travel management related issues. This complex facility forms the data foundation for next level Travel Management software that effectively joins travel procurement strategy and structured operations.

Benefits

- One user interface integrating all travel department front end operations
- Automated matching of suppliers, policies and profiles in one screen
- Automated and relevant data import for each travel department team
- Easy monitoring, assessment and adaptation of operational units
- Easy integration with other systems.

General functionality

SkyGate5 is always running and because of its “automated agents” acting according to a rule-based catalogue, the system is always responsive to changes, tracked by the “agents”. Translated this means 24-hour service and synchronisation with all participants and systems. The automated agents enable the system to respond to any issue and provide the intelligence that lets you accurately assess and adapt your SkyGate5 environment to your business objectives. Here are some examples:

Responsive Rule Automation

- Process rules (optimised, timely and qualified workflow processing)
- Business rules (preferred partners, supplier and deals, staff time capacity, etc.)
- Travel safety rules (e.g. max number of personnel on one flight)
- Travel policy rules (cost saving behaviour)
- Service rules (traveller service expectations)

When a workflow/process segment is finalised or a rule is violated, SkyGate5 detects the change/transition and generates a targeted notification. Rule violations are used to generate alerts inside the network and outside using the Travel Portal, emails, SMS's, or as standardised XML documents to bridge external systems. This helps making SkyGate5 integrated and in touch with live events.

In view of the fact that the system runs in real time and is integrated with service providers, users can access, communicate, and interact with a high level of responsiveness. Automation is key in SkyGate5. This facility repeats it self everywhere in SkyGate5, from operational issues such as notifying travellers prior, during or after a travel with relevant issues. It could also be a reminder to the administrator for visa expiry (service) or travel policy violation. On another level, daily managers can monitor interaction with travellers, perform workload balancing and access expenditure, based on SkyGate5's real-time data. Finally reporting on variations amongst supplier volumes and cost centres generates notifications for global cost managers and serve as knowledge for new vendor negotiations.

All access is permission-based. SkyGate5 is a role-based system meaning that the role defines the responsibility and the actions expected to be performed by the individual. Failure to do so can be addressed by the mentioned rule system, where violations and their effect can be assessed and corrected, putting the focus on efficiency and a high service level. In the longer term this facility enables travel departments to configure staff more appropriate enhancing administration and traveller support.

Business rules keep your objectives on track. Only relevant rules are visible in the user interface. Violations are searchable and easy to base reports on for continuous improvement and adaptation.

User perspectives

The following is a description of SkyGate5 seen from the perspective of the traveller, travel handlers, and booking team. Following are some headlines covering daily management, strategic management and system integration, all covered by SkyGate5.

The traveller

Travel Portal

SkyGate5's travel portal reduces time spent by the travellers.

The web-based travel portal enables the traveller to request a booking, alter preferences and maintain individual profile used for all travel related services. Access is permission-based and has Chat functionality (SkyGate Avatar) initiating notifications and real-time dialogue with a travel handler. Automation ensures responsive alerts on changes in e.g. flight schedule, travel policy violation and can send automated emails and SMS on events constantly tracked by the system. The range of notifications is only limited by your need for vital information. This way you can make sure that the traveller always has access to crucial information and support. Because the notification is based on booking data, it is activated ahead of a travel and can therefore be subject to a rebooking, a reminder to local administrator or simply be saved, e.g. if violations reach a certain level an alert is activated.

The Travel Portal also lets traveller's access historic information and place attachments needed on-the-road. When using the portal the traveller clearly sees his prior travels defaulted according to destination, hotels and other previous choices. This minimises valuable time expenditure and enhances service towards the business traveller.



Benefits

- Instant web-based service
- Secure data environment
- Personalised service not depending on individual staff
- Access to profile, history and request forms
- Set and adjust service levels and notifications

For a demonstration of the stand alone version of the request module (SKYWEB) please look at www.SkyGate.dk under "SkyWeb demo".

Travel department operations

SkyGate5 makes decision making easy. The system automatically checks all personal preferences, travel policies, preferred suppliers and deals, and clearly indicates discrepancies to the administrator who simply handles/clears the travel accordingly – the workflow system can be configured to multiple standards of booking and approval procedures acting as a true integrator.

Since SkyGate5 receives information from suppliers GDS at the moment of booking request, our technology virtually opens a time-window, that lets travel administrators make cost saving choices and enable a successful TM strategy. This opened time-window also benefits travel department managers planning short-term operations.



The travel administrator

Handling requests and bookings - SkyGate5 combines the ease of daily handling and realisation of your TM goals.

Booking requests are automatically imported into SkyGate5 from the travel portal that also reads structured emails, and Internet Booking Forms. Uniquely, SkyGate5 captures information from your strategic Internet Booking Engine enriching requests with policies and preferences. Requests are automatically distributed to the booking team who is notified in real time. SkyGate5 actively supports phone booking defaulted information for the handler.

When processing a booking, defaulted and automated information helps the administrator and a list of availability is presented marked according to the set criteria. Information is transferred to the main screen that clearly indicates travel policy discrepancies and preferred suppliers, filtered according to the travel policy/rule-based system. The other side of the screen transparently shows your GDS, for flight, hotel and car availability. Naturally placed buttons easily lets you switch between service providers and examine profiles, history, and cost saving alternatives. Upon selecting the services a PNR is automatically completed with remarks and ticketing information. The enriched request is then automatically sent to your service provider for ticketing. For implants SkyGate5 provides mid and back end bridging with ticketing and agency invoicing systems, mentioned in “the basics”.



Processing advantages

- Traveller initiated workflow
- Distributed processes instead of queuing
- Automated transition of request to booking commands enriched with your objectives
- Automated synchronisation of PNR's and SkyGate5 booking data
- Automated sell command
- Automated response on messages from supplier received via the CRS
- Automated queuing for ticketing
- Intermediate quality control between all stages (workflow, data import/export)
- Distributed architecture instead of client/server ensuring network capacity
- Please also see "System Integration"

Travel Management advantages

- Knowing customer history at the time of request
- Ensured travel policy compliance across all travellers and suppliers
- Ensured use of preferred suppliers
- Ensured use of traveller history

The booking team

Workflow distribution

Booking teams and travel department locations are connected by SkyGate5's automated workflow system. Access and overview within the SkyGate5 network naturally imitate physical locations and teams, which can be geographically dispersed. Each individual or group has a role and affiliated responsibilities easily visible. The tasks are automatically routed from traveller touch point throughout to ticketing with intermediary quality control. Failure to meet responsibilities in the rule-based workflow system generates alerts with affected co-workers and managers and clearly indicates errors for easy correction. The workflow system offers chat functionality within and between teams for fast resolution to instant queries. The chat functionality lets service staff initiate a dialogue with travellers from the moment of request. This way phone-answering staff can assist web-based travel requests.

Between each processing stage SkyGate5 performs automated quality control ensuring that time-consuming follow-up work, caused by errors, can be avoided, qualifying processing further. All work performed in SkyGate is time-tracked for process optimisation, letting managers configure staff more efficiently to demands short and long term. Finally each administrator/handler can follow current workload visually appearing and plan daily practice.

Daily management

Objectives

- Process bookings according to policies, preferences, preferred suppliers and deals automatically filtered on groups and individuals

- Support travellers prior, during and after a travel
- Optimise processing and provide system integration

SkyGate5 features

- Structured task distribution according to roles and responsibility of teams and individuals
- Monitor violations /reasons for violations with staff and travellers (manage-by-exception)
- Time frames all work done in the system
- Report Manager (searchable on all levels and dimensions)
- Continuous adaptation of process, staff and traveller settings

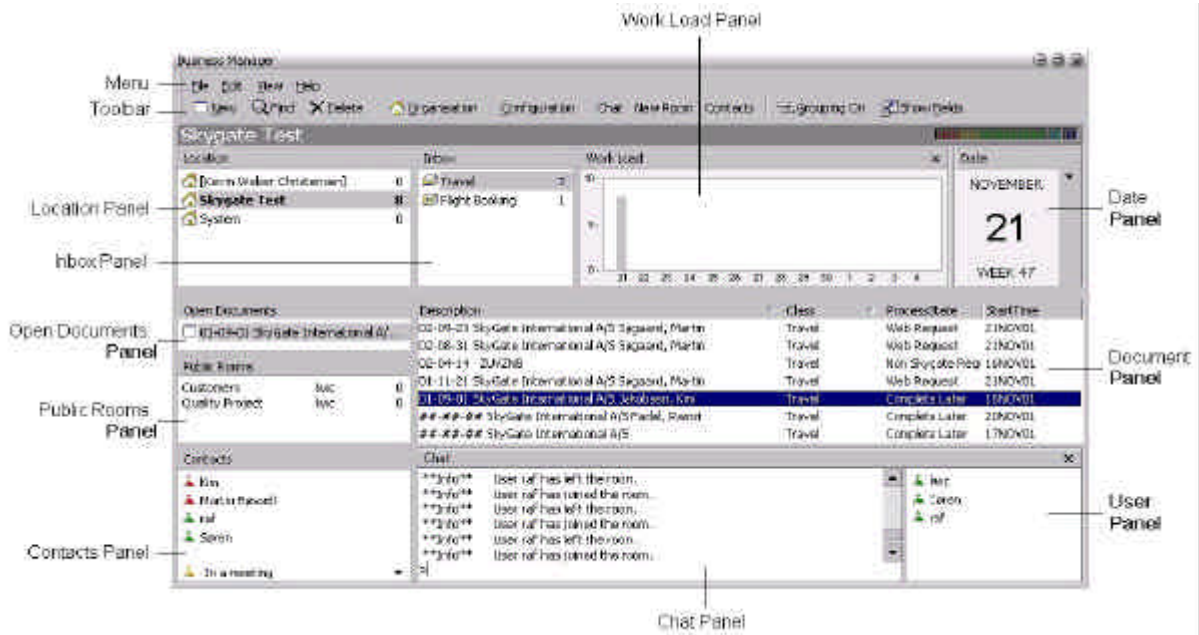
SkyGate5 benefits

- Provides short term expense forecasting
- Encapsulates day-to-day activity in the travel department
- Lets you calculate alternative scenarios (savings)
- Provides knowledge for process optimisation
- Lets you adjust travel policies and individual limits.

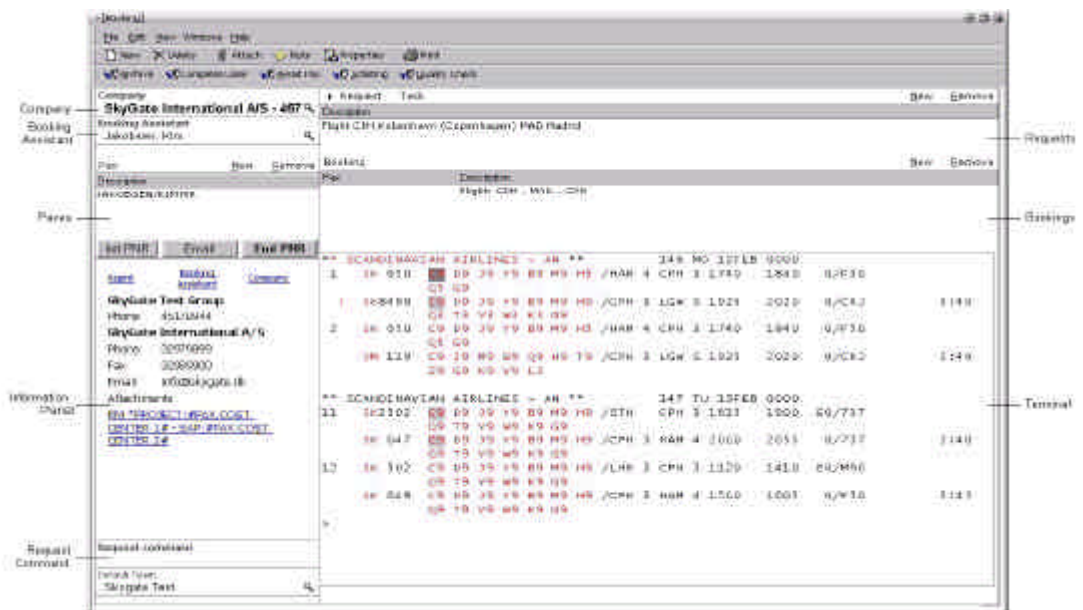


User interface

The user interface naturally compiles all information needed to administrate both interaction between administrators, managers, communication with the traveller, suppliers, HR databases with profiles, and financial systems. The system uniquely integrates Travel Procurement Management and offers clear cost-saving opportunities for large-scale corporate travel. Our systems are complimented by both decision-makers and daily operators and provide long-missing intelligence to the complicated procurement of travel services.



Displayed above is the main screen for the processing team. Once a task, a customer or a supplier is selected you gain direct access into structured screens pre-filled with the information, applied policies and potential actions that needs to be taken, e.g. booking, profile and policy maintenance or communication with colleagues. Below is the transparent integration with Amadeus.



Managing travel procurement

SkyGate5 facilitates a travel management strategy that centralises travel procurement and administration and generates extensive data consolidation. This is used for multiple purposes from operational level, supporting responsible travel behaviour, to tactical configuration of travel departments and finally for strategic supplier selection and negotiation.

Business Intelligence

SkyGate's own award-winning reporting tool Zoom'n View gives all participants permission-based access to detailed reports configured according to your demands, as mentioned above, from individual travels to global volume aggregations and short term planning of expense and manpower requirements and in the long term for selecting strategic vendors, partnerships and deals. Below you find some of the conceptualised objectives accommodated by SkyGate5:

Global travel procurement strategy

Objectives

- Consolidating searchable travel data
- Revising travel policies
- Revising current vendor agreements
- Benchmarking travel departments, and cost centres
- Distributing new deals

Important questions

- What is my total volume grouped on product, destination, cost centre?
- What savings does my current deals bring us?
- Are we utilising our negotiated rebates and deals?
- What cost-savings would an alternative vendor scenario bring?

Tasks

- Determine reasons for variations for high cost purchase and high cost locations
- Calculate alternative scenarios using exact data
- Negotiate with strategic suppliers
- Enforce travel policies to the organisation
- Confirm deal utilisation (feed-back)

"Who's where?"

In addition SkyGate5 supports responsible management by always knowing exactly where all travellers are located. Information on the whereabouts can be retrieved instantly and displayed grouped by any dimension preferred, such as airport, country, cost centre, team, individual, by supplier, within a certain time frame or any combination of the mentioned. If required safety notifications can be sent out to any of the chosen targets by SMS or email.

Supply chain integration

The SkyGate5 network

SkyGate5 can best be described as provider of a secure real-time environment for all participants, using peer-to-peer and thin client technology on top of one or several uniquely connected databases. The database facilitates monitoring of all transactions and interactions, and gives access and chat possibility using the web, reaching travellers by SMS or emails. For operating staff and managers user interfaces ensure relevant knowledge aggregation.

All documents and fields are mapped by Generic Data Objects providing scalable and adaptable architecture. Each field has flexible value description enabling automation on each field. The method of using Meta data makes changes easy. This is done using a special addition to SkyGate5 called BusinessModeller (BM). BM provides a programming-free graphical environment where changes can be made at all levels of the programme and new import and export modules can be connected. Additional material on BusinessModeller can be required on demand.

Integration of multiple sources

Transparent integration and automated data import/export between systems makes SkyGate5 online. Additionally the architecture powered by our development platform ensures continuous integration possibilities. Selecting synchronous or asynchronous batches safely keeps capacity requirements to a minimum, allowing gearing for overloads.

Here are some examples:

Financial systems

Easy integration with SAP FI, Oracle Financial or to other systems as structured XML.

HR systems

For profile synchronisation SkyGate5 integrates with systems such as SAP HR, Oracle etc.

Implants / travel agencies

Mid- and back office integration with e.g. START, invoicing and ticketing systems.

Suppliers

Transparent integration using SkyGate5 Generic Data Interface imports PNR booking data from and exports profile data into a PNR (e.g. frequent traveller cards or credit cards) from/to reservations systems (GDS). SkyGate imports invoice data from service providers for fiscal settlements. The functionality also covers hotel booking systems, car rentals, currency providers and other service providers, e.g. import of credit card statements, export of profile data into Internet booking engines.

Technical requirements

All system components besides web clients require:

Network connectivity to the application server. This must be either a bi-directional TCP/IP connectivity or a uni-directional HTTP connection to the application server. Optimal is a bi-directional TCP/IP connectivity. Microsoft Windows NT 4.0 or Microsoft Windows 2000 as the operating system.



The client application requires the following standards

Hardware: Minimum 233 MHz Pentium 2, 64 MB RAM

Software: Amadeus connection following further specification

The application servers require the following standards

Hardware: Minimum 433 MHz Pentium 2, 128 MB RAM

Software: ODBC access to a Microsoft SQL Server version 7.0/2000 database server, Oracle version 7 or higher, DB2 or Sybase

RDBMS may be supplied by SkyGate.

The email server requires the following standards

Hardware: Minimum 433 MHz Pentium 2, 128 MB RAM

DNS: DNS entry with MX record pointing to the email server

Internet Mail: Either two-way accessibility to and from the Internet or a mail relay with Internet mail access.

The web and avatar server require the following standards

Hardware: Minimum 433 MHz Pentium 2, 128 MB RAM

Internet: All web clients must be able to access the web server. Possible intermediate firewalls must be configured accordingly.

Several SkyGate servers may run on the same server machine.

CRM

The SkyGate5 travel network offers a range of services for the corporate traveller/customer. In short, SkyGate5 offers the necessary intelligence, automation and integration that enables “notifications on events” targeting TM services. The services are based on TM objectives and technology-driven possibilities and offer new business opportunities for travel agencies and implants that wishes to support travel issues in real-time and pursue cost savings on behalf of customers.

Additionally SkyGate5 lets travel departments /implants monitor all interaction with the traveller making it easy to assess the capacity requirements, set appropriate service levels and target resources.

For further information about SkyGate’s CRM concepts in SkyGate5 please contact SkyGate International A/S.



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