

VIP/CIP

we
arrange your
comfort



TAV | TECHNOLOGIES
THE FUTURE IS UNDER OUR WINGS

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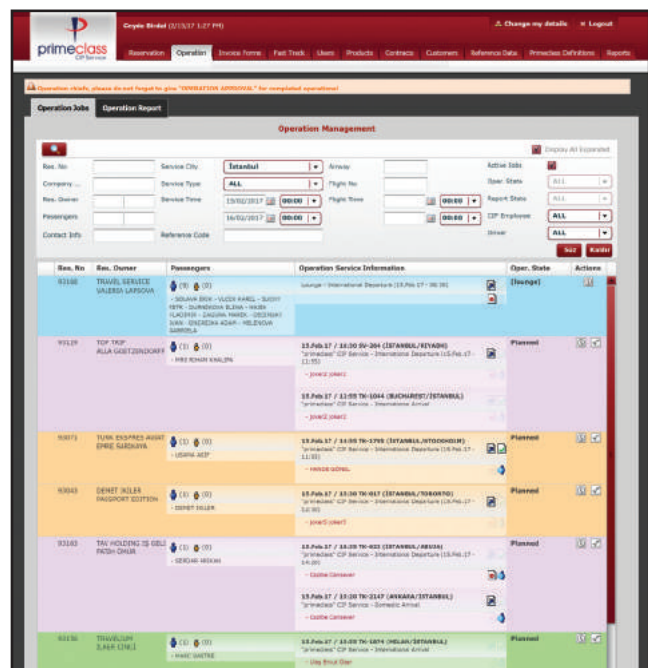
✈️ TAV TECHNOLOGIES VIP/CIP OPERATION AND RESERVATION SUITE

✈️ A RESERVATION SUITE TAILORED FOR THE COMFORT OF VIP/ CIP CUSTOMERS

The goal of TAV TECHNOLOGIES VIP/CIP services is to meet boutique service-level expectations at the airport, offering the highest level of comfort delivered at a global standard. This service quality needs to be designed and implemented smoothly to serve and satisfy passengers who value comfortable, stress-free and timely service.

TAV TECHNOLOGIES VIP/CIP Operation and Reservation Suite is a complete solution package that provides an airport with all the necessary functionality to manage its service operations.

This package ensures the utilization of all the advantages provided by the Internet and by an airport's intranet through the implementation of well-defined workflows. Service procedures are systematically optimized and potential service problems automatically targeted for minimization.



✈️ A SOLUTION TO MEET ALL SERVICE REQUIREMENTS

Customers can make reservations for distinguished TAV TECHNOLOGIES VIP/CIP Operation and Reservation Suite services online, over the phone or by e-mail.

The pricing engine is one of the suite's many advantages, delivering the lowest possible price for the requested service package, taking advantage of campaigns, group discounts and corporate client agreements.

All TAV TECHNOLOGIES VIP/CIP Operation and Reservation Suite functionalities provide accounting functions in addition to their reservation and services operations. After all of the services have been delivered, invoice forms are created and reporting is finalized. Once it is ensured that service quality levels have been met, the approval process begins, before final integration with the ERP system/corporate billing system.



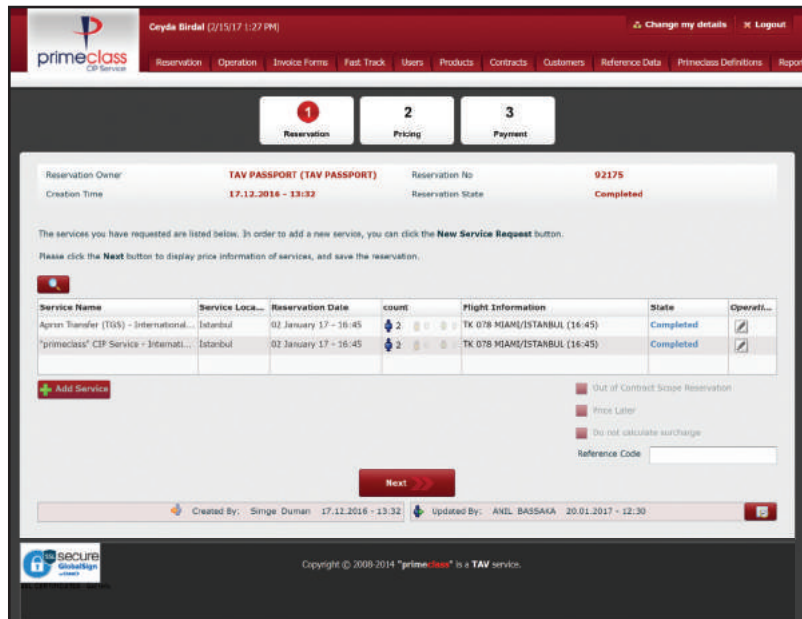
✈️ REPORTING CAPABILITIES

The system's reporting capabilities provide management with decision support and monitoring opportunities. Different standard format reports, including html, doc, pdf, and xls, can be easily created for any sales or service operations or in response to any other requirement.

✈️ ALWAYS SECURE, ALWAYS RELIABLE

In order to ensure that all applications are secure, all essential features, including online credit card payments and authentications, are carried out over "SSL." The authorization of managerial functionality across a company is distributed on a multi-role basis. Dynamical system interfaces authorize system operators based on each user's privileges. This solution package has been specifically designed to allow service managers to manage multiple airports from a single point. Thus, every essential feature, including reservations and operational process life cycles, are comprehensively represented in the TAV TECHNOLOGIES VIP/CIP Operation and Reservation Suite.

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✈️ TAV TECHNOLOGIES VIP/CIP OPERATION AND RESERVATION SUITE KEY FEATURES AND BENEFITS

- Advanced price calculation feature (price engine)
- Automatic operation activity creation based on service type
- Integration to ERP system for invoicing purposes
- Comprehensive corporate customers contract management
- Individual customer management for lounge service
- Advanced user role management
- Services via several channels (internet, phone, e-mail)
- Staff and equipment assignments
- Operation planning and management even in complex reservation cases
- Built-in reporting
- Individual and corporate customer management
- Product management and branching

✈️ WHY TAV TECHNOLOGIES VIP/CIP OPERATION AND RESERVATION SUITE?

- **Accuracy:** Accurate price calculation is ensured considering every pricing factor defined in the system even in complex cases
- **Flexibility:** The system is flexible to implement different criteria that effects the pricing calculations.
- **Reliability:** The system always runs in synchronization with integrated systems. Reliability of data is ensured across all systems.
- **Data Integrity:** Service usage information is integrated to ERP system and consistency of data is ensured across relevant systems.

✈️ WHAT TAV TECHNOLOGIES VIP/CIP OPERATION AND RESERVATION SUITE USERS SAY

“We provide passengers with pre and after flight personal assistance services at the airport, carried out by professional personnel as well as offering comfort and privilege through its wide range of services available during flight. It transforms the time passengers spend at the airport to a stress-free and pleasant experience. We improved passenger experience as we succeeded to enhance our service levels using **TAV TECHNOLOGIES VIP/CIP Operation and Reservation Suite**. Additionally, our operational processes are optimized using extensive features of the system.”





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