

Insight. Action. Results.

**TRX Online Booking:
Deploying Tools & Processes to
Enable Your Success**

TRX is a world leading travel technology and services provider offering more than twenty software utilities for online booking, reservation, data intelligence, and process automation. We provide patented savings maximization solutions, travel analytics consulting practice, extended management services to travel buyers all over the world. We complement all of these offerings with

Agenda

- > **Introductions**
- > **Client Support – Year in Review**
- > **Adoption Management Tools**
- > **RESX Web Services**
- > **The Future**

Client Support – Client Satisfaction Survey Results

Question:	Total Responses	Avg Resp 2010	Avg Resp 2011	Delta
RESX is user friendly for travelers.	44	4.9	5.1	+4%
TRX regularly enhances RESX to meet my company's needs.	44	4.4	4.6	+5%
TRX effectively executes changes in RESX.	44	N/A	4.9	N/A
TRX support staff is knowledgeable about RESX and provide valuable solutions to challenges that may arise.	44	4.5	5.2	+16%
TRX personnel understand how RESX supports my company's business.	44	4.6	4.9	+7%
TRX does a good job providing the status of open RESX items/issues.	44	4.6	4.6	0%
TRX displays a sense of urgency to resolve ongoing issues.	44	N/A	4.6	N/A
I would choose RESX again.	44	4.7	4.8	+2%
I would recommend RESX to other companies needing a corporate online booking tool or profile solution.	43	4.6	4.9	+7%
My overall satisfaction with RESX is:	44	4.5	4.8	+7%

Client Support – Solutions that Empower You



- > **RSS**
- > Knowledge Base
- > TRX University
- > Online Community Center
- > **Debug logging**

Adoption Management Tools

- > Transaction Intelligence Reporting
- > Volume management
- > Functionality opportunities
- > Frame the ROI for your customers



RESX Web Services: Enhancing the way you do business

- > **Product Support**
- > **PNR Push technology (new)**
- > **Seat Maps technology (new)**
- > **PNR Shell functionality (upcoming)**
- > **3rd Party Trip Approval**

Future Product Vision



- > **Hotelicopter**
- > **Mobile**
- > **SWABIZ direct**
- > **Ancillary services/fees**
- > **Other – what do you see?**

trx.world 2011
GLOBAL USER CONFERENCE

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 TAKE ACTION