

COMARCH

Comarch Car Rental Suite

IT that fuels road transport globally

www.crm4travel.com

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Transnational car rental corporations must make use of numerous global operations. Fleet planning and rotation, pricing strategies, the exchange of data and documents with clients and business partners, marketing campaigns, customer service – every business process requires powerful support from an IT environment at every location. Comarch Car Rental Suite consists of 16 carefully selected IT solutions from 5 different areas that help rental corporations increase their efficiency and reduce costs through a global automatization of processes. Visit crm4travel.com/carrentals to learn more.



COMARCH



IT that fuels road transport globally

The first product group offered to car rental corporations is the **CRM & MARKETING** group of solutions. Our products empower loyalty programs at car rental chains, conduct all Business Intelligence work related to marketing activities and support multi-channel marketing campaigns. These applications can easily be integrated with one other. Please refer to the COMARCH CRM & MARKETING section to learn more.

The hundreds, even thousands, of rental corporation documents that are moved across departments and exchanged with external partners every day require proper management and flow control. Comarch **ENTERPRISE CONTENT MANAGEMENT** is a dedicated tool for the effective management of processes and associated documents of various types. With the help of this efficient Business Process Management (BPM) module for process design and execution, the time required for different business activities can be reduced from days to minutes – with all Key Performance Indicators (KPIs) being monitored by a Business Intelligence (BI) tool. Learn more in the chapter **COMARCH ECM**.

To enhance B2B collaboration with business partners, rental corporations can now easily replace paper documents with the use of **ELECTRONIC DATA INTERCHANGE (EDI)** technology. COMARCH EDI is a cloud-based platform which facilitates the

electronic communication of dozens of message types with business partners of various IT advancement. In addition, features like data validation, message routing, archiving, tracing and reporting helps users gather crucial information within seconds and speeds up decision-making processes. More information can be found in the **COMARCH EDI** section.

Marketing initiatives need to be supported by effective communication through every channel, both in terms of the internal flow of messages as well as any external ones. Within the **CONTACT CENTER & IT NETWORKS** group of solutions, Comarch offers products and services that facilitate interactive, multichannel communication with guests, equips conference rooms with the latest telecommunication technology, guarantees the smooth implementation and management of data network transmission, guards WAN security and unifies all communication channels.

In addition, Comarch offers the car rental industry sophisticated services that manage servers, databases and storage systems. An IT environment can be adapted to the ever-changing business environment by properly integrating workloads. Supplying high availability IT systems as well as data archiving and backup are also offered to clients. More information can be found in the **IT OUTSOURING & INTEGRATION** section.



ROAD TRANSPORT PROVIDES FLEXIBLE MOBILITY

Business travelers demand both high reliability and flexibility in local transportation. Rental car suites must meet these expectations and provide clients with 24-hour service and fulfill precise needs regarding cars and an optional concierge service. Road transport links different modes of transport and therefore is an essential element of the travel chain, the most flexible element of the entire journey.

Contents

CRM & MARKETING

Comarch Loyalty Management for Car Rentals	6
Comarch Smart Analytics	7
Comarch Campaign Management	9

ENTERPRISE CONTENT MANAGEMENT

Comarch ECM	10
-------------	----

ELECTRONIC DATA INTERCHANGE

Comarch EDI	11
-------------	----

CONTACT CENTER & IT NETWORKS

Comarch Contact Center as a Service	12
Comarch Interactive Suite	13
Comarch IP Telephony	14
Comarch Network Managed Services	15
Comarch Support & Maintenance	15
Comarch WAN Security	16
Comarch Monitoring & Management	16

IT OUTSOURCING & INTEGRATION

Comarch Managed Services	17
Comarch Systems Integration	18
Comarch Business Continuity	19



Comarch Loyalty Management for Car Rentals

Comarch Loyalty Management for Car Rentals is an enterprise-class IT system that empowers loyalty programs for car rental chains. The system is an industry-tailored version of the Comarch Loyalty Management for Airlines system, thus it is able to provide car rental corporations with an expanded set of functions already in use in Frequent Flyer Programs. The system architecture and interface design guarantees smooth data exchange with numerous program partners.

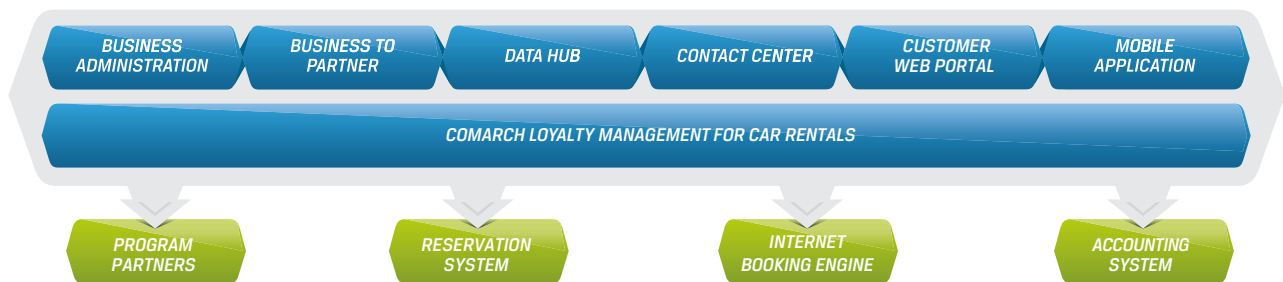
PRODUCT OVERVIEW

Since loyalty programs of transnational car rental chains involve the exchange of points and awards with Frequent Flyer Programs and Frequent Guest Programs, the architecture of IT systems powering such programs must be able to facilitate the smooth exchange of data between such programs. Therefore, Comarch Loyalty Management for Car Rentals offers tools for the smooth management of program partners, empowers automated currency exchange and guarantees constant high performance during a program's implementation, growth and continuity.

- ▶ **The Business Administration** component involves straightforward tools for the management and administration of a car rental loyalty program. Business rules are defined there, this is the heart of the system.
- ▶ **The Business to Partner** module has been designed in order to meet the needs of the program's multi-partner

environment and to provide program partners with relevant data and tools for program parameterization through a B2P portal.

- ▶ **The Data Hub** component assures smooth exchange of data with program partners and other third-party counterparts.
- ▶ **The Contact Center** module offers servicing program members via a variety of channels.
- ▶ **The Customer Web Portal** provides program members with online account management where users can check their account balance and history of transactions, order rewards (discounts, tickets, upgrades and others) and view current promotions.
- ▶ **The Mobile Application** was developed with special attention paid to the informative requirements of program members that use smartphones and tablets.



BENEFITS

The product facilitates industry-specific business processes such as:

- ✔ Rental accrual
- ✔ Non-rental accrual
- ✔ Redemption
- ✔ Non-rental redemption
- ✔ Reversal
- ✔ Elite tiers
- ✔ Manual adjustment
- ✔ Points transfer
- ✔ Redemption cancellation
- ✔ Expiration
- ✔ Points inheritance
- ✔ Points merger



Comarch Smart Analytics

Comarch Smart Analytics is a best-in-class analytical tool designed to improve loyalty programs by providing detailed business insights into customer data, leading to better, faster and more accurate decisions. The solution aggregates data from multiple sources, such as loyalty management systems, CRM, marketing campaigns, as well as recording and financial systems, income registration and controlling systems.

PRODUCT OVERVIEW

Comarch Smart Analytics is an analytical tool designed to improve marketing programs by providing detailed business insights into customer data, leading to better, faster and more accurate decisions. The software aggregates data from multiple sources, such as loyalty management systems, CRM, marketing campaign management, as well as recording and financial systems, income registration and controlling systems. This guarantees that the analyses created are as credible as possible and reflect true market dynamics.

The solution provides multidimensional analyses of loyalty program members, loyalty promotions, marketing communication effectiveness, reward management, or day-to-day maintenance of a loyalty program. Thanks to this BI tool, business analysts can identify the most valuable clients and select them for more targeted marketing and tailored promotions. Ad-hoc reports can be adapted in order to setup dashboard displays with information that is preferred by the user.

Comarch Smart Analytics – functional areas



ANALYSIS AS A SERVICE

Apart from the implementation of the BI software solution, we also offer the car rental industry a package of professional analytics services powered by CSA. The list of sample outsourcing services includes:

- ▶ Definition of client segments for marketing actions
- ▶ Determining the profile of the client on the basis of attributes collected by loyalty systems (Comarch Loyalty Management for Car Rentals), restaurant system, front desk, SPA, etc.
- ▶ Estimation of the **Customer Lifetime Value**
- ▶ Basket analysis
- ▶ Identification of **Key Value Items**
- ▶ **Member clustering** based on a combination of behavioral and demographic variables
- ▶ Definition of the target group for promotion activities
- ▶ Identification of **Key Performance Indicators (KPIs)**

BENEFITS

- ✔ Quick insight into a car rental loyalty program
- ✔ Identification of important customers and attracting them
- ✔ Identification of areas where there is the potential for generating higher income
- ✔ Identification of the most desirable services offered by each rental location
- ✔ Improved decisions on pricing strategy
- ✔ Recognition of customer behavior patterns
- ✔ Identification of current market structures and forecasts of future requirements
- ✔ Linking demographic, psychographic and transaction data to gain greater customer insight
- ✔ Expanded analyses using information from other systems



ECO-DRIVING HABITS REDUCE FUEL CONSUMPTION AND THE ENVIRONMENTAL FOOTPRINT*

- ✔ Shifting earlier to a higher gear
- ✔ Maintaining a steady speed at the highest possible gear
- ✔ Looking ahead and anticipating traffic flow
- ✔ Switching off the engine at short stops
- ✔ Checking and adjusting the tire pressure regularly
- ✔ Making use of in-car fuel saving devices such as on-board computers and dynamic navigators to avoid congestion
- ✔ Getting rid of surplus weight and unused roof racks

*Source: European Automobile Manufacturers' Association

Comarch Campaign Management

Comarch Campaign Management conducts marketing activities, runs communication through traditional and digital channels as well as streamlines areas of operations while simultaneously improving levels of control and effectiveness. The solution enables transnational car rental chains to quickly and cost-effectively design, execute and analyze customer-driven marketing campaigns on multiple markets.

PRODUCT OVERVIEW

The system optimizes the preparation process, simplifies campaign management, automates its execution and provides reports based on results. It facilitates personalized multi-channel communication with a large number of users while at the same time reducing marketing costs. The set of processes is presented in the diagram below.

In order to guarantee ergonomic work, the product interface is made up of visual elements applicable to: marketing calendars, campaign and task lists, workflows. In-built segmentation functions secure precise targeting of final communication recipients.



BENEFITS

- ✓ Excellent tool enabling cross and up-selling actions in cooperation with airlines, hotel chains, restaurants etc.
- ✓ Usage of multiple alternative communication channels in the area of marketing, sales and transaction services
- ✓ Personalized communication with each segment of car-rental clients, across every brand
- ✓ Control and optimization marketing expenditures, decrease in communication costs
- ✓ Enhanced experience and satisfaction for clients
- ✓ Distribution of real-time information and offers tailored to traveler needs and at the most appropriate time
- ✓ Improving service quality and development thanks to the possibility of carrying out surveys (customers feedback & claims)

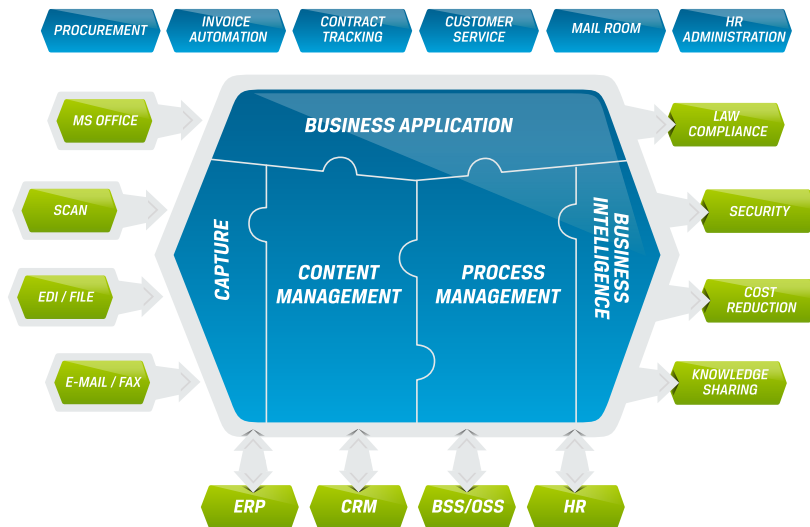
Comarch ECM

Documents and business processes create the very foundation of a company. Therefore, the effective management of these important areas can significantly influence the financial and market position of an enterprise, increasing its efficiency internally and in relation to the market (B2B, B2C) or government.

PRODUCT OVERVIEW

Enterprise Content Management systems like Comarch ECM are powerful tools for the efficient capturing, management, storage and delivery of business content and documents within the processes in an organization. Comarch ECM stimulates a reduction in both the costs and problems connected with a traditional approach to documents and processes based on paper and the movement of physical documents. The system can be implemented in different business areas and for different processes including:

- ▶ Purchase Invoice Management (OCR, cost allocation, workflow of acceptance)
- ▶ Procure-to-pay (purchase procedures, orders, process of acceptance)
- ▶ Contract tracking (document version control, approval procedures by various departments)
- ▶ Management and archiving of the vehicle documentation (certificates, registration data, servicing documentation, insurance, etc)
- ▶ Customer documentation management
- ▶ Customer support management
- ▶ Human Resources (leaves, delegations, employee's file)
- ▶ Support for implementing ISO standards (audits, processes, documents)
- ▶ ... and in many other cases

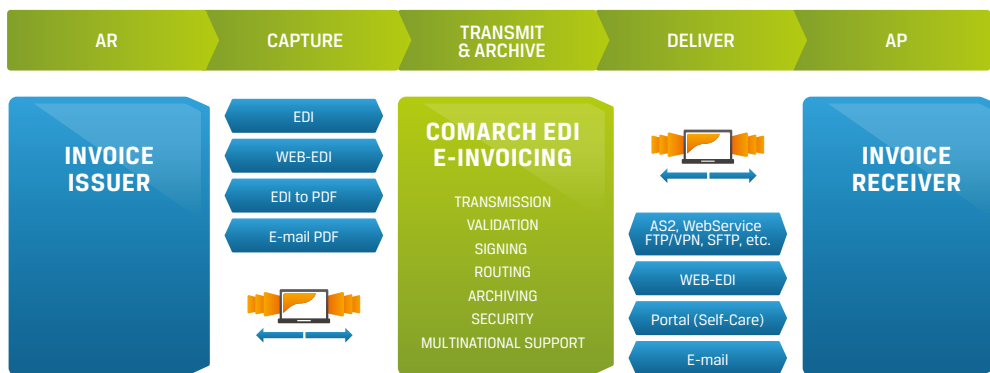


BENEFITS

- ✔ Reduction of labor-consumption, faster document processing, lower costs due to the automation of manual operations – reduce manual data entry, fast access to data and its electronic and automatic exchange between different IT systems (ERP, Finance, Logistics, etc)
- ✔ Increased transparency of processes achieved by clear procedures
- ✔ Better control of costs in regards to business processes
- ✔ Enhanced document circulation within the company and their versions
- ✔ Improve staff attributes - punctuality, time to execute tasks etc.
- ✔ Reduction of errors arising from business validations and automatized operations – higher data quality and consistency
- ✔ Fast and reliable business decision-making thanks to fast access to information, its correctness and on the basis of BI reporting
- ✔ Competitive advantage resulting from the usage of innovative systems which increase work efficiency
- ✔ Improvements in cooperation with customers and business partners due to procedures supporting customer relations
- ✔ Compliance with the law thanks to proven tools and data security

Comarch EDI

Comarch EDI is a cloud-based Electronic Data Interchange (EDI) service which facilitates the fast deployment of secure communication between car rental companies and their clients, as well as car dealers and maintenance service workshops. Electronic communication can also streamline fleet usage planning and enhance cash flow due to the prompt delivery of invoices.



PRODUCT OVERVIEW

Comarch EDI has been used by over 17 000 entities from 30 countries to reduce their costs and optimize their business processes which cover:

- ▶ Adjustable software for small and medium partners
- ▶ Support for over 50 various message types (incl. orders, ASN, dispatch notifications, invoices, stock reports)
- ▶ Internationality – application is available in several languages
- ▶ Modular solutions for specific business needs: procurement automation, supply chain optimization, inventory visibility, e-invoicing, etc.
- ▶ Various data formats supported (EDIFACT, XML, IDOC, FlatFile, X12, TRADACOM, etc.). Conversion of EDI, XML, flat file formats
- ▶ Advanced message handling services such as format and business data validation, routing, archiving
- ▶ Diversity of communication protocols (FTP/VPN, WebService, AS2, SFTP, etc.)
- ▶ Reporting on the defined KPIs (e.g. partner's service performance, stock level decrease)
- ▶ Business monitoring tools with notifications and alerts about message processing
- ▶ Compliance with international standards
- ▶ Service Desk – support in local languages

PROCESS OPTIMIZATION

Comarch EDI streamlines processes by:

- Automation of document exchange with business partners
- Reliability and speed of delivery of the document and key data
- Providing immediate information regarding errors in data transmission
- Accelerating payment due to correct and quickly delivered documents

QUALITY IMPROVEMENT

The use of automated methods for the transmission of documents facilitates significant improvements in data quality and collaboration between partners by:

- A comprehensive verification of the content of the transferred documents (from a structural and business perspective)
- Automatic notifications for senders in the case of errors

COST REDUCTION

Digitalization of document circulation eases eliminating problems associated with paper documents, such as:

- Printing costs
- Shipping costs
- Document archiving costs
- Personnel costs
- Data search costs
- Wasting time devoted to clarifying misunderstandings with business partners

Comarch Contact Center as a Service (C2AS)

Comarch Contact Center As A Service (C2AS) is Comarch's response to increasing market interest in "on demand" services. C2AS is an alternative to constructing one's own infrastructure necessary to initiate the full operations of a customer service center. C2AS facilitates running a Contact Center without the necessity of spending large sums of money on its construction.

PRODUCT OVERVIEW

The main idea of C2AS is to assure the effective use of a car rental corporation's existing infrastructure and human resources. The entire CC infrastructure, i.e. circuits, telecommunications and reporting servers, etc. are housed in the Comarch Data Center. The client, as part of the solution, receives access to the CC infrastructure and a required number of agent workstations (IP phone with the CC license, CC agent application and headphones). A possible development of the Contact Center consists of installing subsequent workstations at a client's premises. With the Comarch Contact Center As A Service solution Comarch provides components of the communications platform such as:

- ▶ **Reporting module** which enables examining several hundred parameters, both on-line and from car rental databases, available to CC managers by means of remote access
- ▶ **Voice announcement module (IVR)** with extended multilevel menus offering the possibility to provide dynamic announcements
- ▶ **Call registration module** makes it possible to register and browse all calls
- ▶ **Hardware elements** - headphones, telephones, active network elements (if necessary)
- ▶ As part of the project, we may provide the appropriate **telecommunications circuits**



BENEFITS

- ✔ Low investment costs (CapEx) – all elements of the telecommunications infrastructure are supplied by Comarch as part of the provided service
- ✔ High SLA level – immediate reaction to any defects in the operation of the system
- ✔ Top class specialists – support from experts in various fields
- ✔ Highest security level thanks to the use of Comarch Data Center (CDC)
- ✔ Scalability – possibility to develop the entire system in a quick and easy way

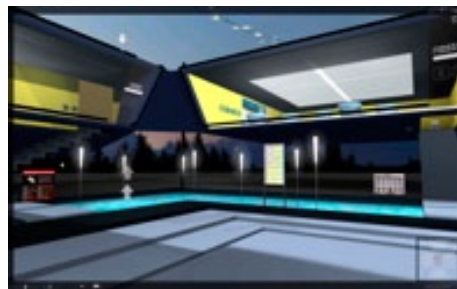
Comarch Interactive Suite

Comarch Interactive Suite is an interactive communication platform that powers multichannel communication between car rental company and their visitors. The CIS package is a perfect form of communication especially in the case of Generation Y clients and allows for quicker and more effective communication with the use of modern channels than in the case of traditional ones. Welcome to the world of WEB 2.0!

PRODUCT OVERVIEW

- ▶ **Video IVR** - this module powers communication with the use of a 3G phone. Due to video connection, communication is easier and more secure than in the case of a traditional phone call. No need to use a special application or upgrade a Web browser. Users can establish a video connection where he can use an interactive menu which is more effective than classic IVR. While waiting for a connection with the Contact Center operator, clients can view promotional films or other carefully selected multimedia content.
- ▶ **Telepresence** - a platform for video teleconferences in B2B relations. Telepresence is a new technology that is replacing classic video conferences. Due to hi-res monitors and cameras as well as a surround sound system – system users can almost feel the presence of the corresponding party. Realism of conversations is guaranteed by keeping eye contact, the use of gestures, changes in voice tonation – its just as if fellow conference members were in the same room and not thousands of miles away.
- ▶ **Web.Alive** - a platform that uses the Unreal Tournament graphical engine. This solution is dedicated to enthusiasts of FPP games and facilitates interactive communication with other gamers. Platform users can build their own virtual world, which can be located in existing buildings or in futuristic, breathtaking forms. In addition, meeting other platform users in virtual reality is made possible thanks to fully-controllable avatars that can greet each other, clap their hands or share files just as easily as it is done in real life.
- ▶ **VideWeb** - this platform enables video communication without the necessity of installing dedicated software – a traditional camera and Web browser is enough. A Java applet is used and communication continues via SIP protocol.

Comarch's premises in WebAlive



Comarch IP Telephony

Comarch IP Telephony is a comprehensive solution which supports communication both within car rentals with their clients. This telecommunications platform implemented by Comarch is the result of many years of experience in the construction of telecommunication systems for the most demanding business clients from the sector.

PRODUCT OVERVIEW

This solution offered by Comarch uses the data transmission network for voice communication and, at the same time, enables the smooth migration of solutions using so-called 'circuit switching to the packet switching' solutions. Thus, telecommunications infrastructures owned by the user can be enhanced by limiting the costs of calls and introducing a number of functions unavailable in "standard" telephonic solutions, such as e.g. video transmission or integration with CRM or ERP class business applications.

As part of the suggested solution, we offer both the provision of hardware, i.e. servers, gateways, phones, video cameras and headphones, and integrated applications equipped with business logic modules. Our solution can also use existing cable or telephone infrastructure already in use in a corporation. An additional advantage is the possibility to apply IP DECT technology.

The applications used by users support them in their professional obligations. The most important features of the applications include:

- ▶ Integration of voice mail with e-mail server (possibility to send voice messages as e-mail attachments)
- ▶ Possibility to register calls with the use of only one button
- ▶ Fax
- ▶ Locating DECT telephony users
- ▶ Telephone sharing (hot desking)
- ▶ Automation of customer service processes
- ▶ Integration of many contact channels (telephone, e-mail, SMS, fax, chat)
- ▶ Integration with business systems owned by the client



BENEFITS

- ✔ Lower cost of implementing an ICT network in a car-rental chain
- ✔ Limited costs of network usage
- ✔ The possibility of bringing fixed and mobile phones "to one level" and the ability to manage landlines from mobile phones
- ✔ Lower cost of calls thanks to applying SIP trunks and networking of company branches
- ✔ Wireless solutions - IP DECT, enabling the construction of a secure, vast interference-resistant telecommunications network
- ✔ Simplification of telephone network management – an extension is related to a telephone or computer
- ✔ Integration with external services – a corporation's telephone directory, voice mail integrated with e-mail
- ✔ Possibility of remote work with the use of telephones or applications installed on a computer (softphones)
- ✔ Video communication available to every user
- ✔ Possibility to initiate additional services
- ✔ Scalability – possibility to develop the system by adding new elements

Comarch Network Managed Services (CNMS)

The goal for this module is simple: quick and secure access to company applications and necessary information, regardless of location. How to achieve it? Very simple – select one of Comarch's WAN Networks solutions. Comarch provides comprehensive solutions adapted to specific client needs in the field of wide area data transmission networks (WAN). Increase the speed, ease and transparency of the rental process by using one of Comarch's WAN solutions, especially Comarch Network Managed Services.

PRODUCT OVERVIEW

CNMS is a comprehensive solution for the provision of telecommunication and information technology services. It consists of the construction of a new WAN network, or the modernization of an existing network. It is composed of various data transmission circuits, devices and protocols and it is integrated into a single network structure optimized for the needs of both telecommunications circuits and network equipment. We offer:

- ▶ Selection of an optimum solution enabling data transmission between client branches, which may be based on services provided by various telecommunications operators
- ▶ Construction of solutions is based on devices from leading companies, e.g. Cisco, Juniper and Huawei
- ▶ Network infrastructure audit and optimization
- ▶ Guarantee connection to all client branches, irrespective of their geographical location, to one secure WAN network
- ▶ Communication security, connections between particular branches done by means of encrypted VPN tunnels or MPLS networks
- ▶ Secure solutions enabling employees to work within a company network as well as being able to enjoy remote access to company data
- ▶ Constant network infrastructure monitoring, management, administration and service with a high SLA level

Comarch Support and Maintenance

This fast and reliable data transmission network is your opportunity to gain a competitive advantage. IT Infrastructure, including data network transmission, is the basis for your business activities, from data transmission, voice calls, video service, as well as granting every employee access to the necessary applications regardless of time and place.

PRODUCT OVERVIEW

Comarch Support & Maintenance is a solution focused on providing support and maintenance, at the highest level, and after warranty service. This is a solution which ensures that your IT Infrastructure runs at the speed of your business. With unlimited available technical support according to SLA parameters, our customers obtain a quick solution for all of their product related issues.

BENEFITS

- ✔ Technical support for new and already used equipment
- ✔ One contract for various levels of support
- ✔ One point of contact for support continuity
- ✔ Speed of response – a service based on SLA levels
- ✔ Reduce operating costs while increasing efficiency
- ✔ High clarity and quality on a clearly defined range of services

Comarch WAN Security

With today's Internet threats becoming more sophisticated, it's essential to protect your vital business information and systems. All businesses strive to increase revenues and lower costs, but what this means in terms of their day-to-day operations and strategies for growth may be considerably different. Because Comarch cares for the safety and comfort of a used data network, it offers its customers Comarch WAN Security.

SERVICES OFFERED

- ✔ Administration of security systems
- ✔ Monitoring and support of services
- ✔ Technical assistance for client employees responsible for IT infrastructure
- ✔ Reporting
- ✔ URL filtering
- ✔ A group of products permitting the safe usage of Internet resources: firewalls and intrusion detection systems (IPS), protection of e-mail servers (antivirus, antispam systems), web page access control
- ✔ Site-to-site VPN security
- ✔ Range of antivirus and antispam risk-migration management options to reduce risks of exposing your business
- ✔ Managed firewall solution

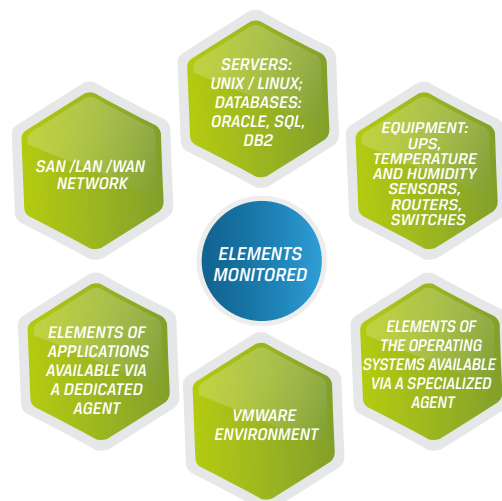


Comarch Monitoring & Management

One of IT's biggest impacts on improving the day-to-day activities of corporations has been improving collaboration and decision-making processes. The first step towards achieving this is utilizing a well-functioning IT Infrastructure, especially a data network. For this reason, Comarch provides its customers an IT Monitoring solution. This solution helps to ensure quick and efficient reactions to network, server and equipment failures and proactively prevents them.

SERVICES OFFERED

- ✔ Monitor your IT infrastructure 24/7/365 and alert you of problems
- ✔ Technical Help Desk
- ✔ Reports and statistics
- ✔ Increased security of data processing
- ✔ Reduce downtime and business losses
- ✔ Plan and budget for IT upgrades
- ✔ Raising the level of security in the IT environment
- ✔ Ensure business continuity through proactive monitoring and maintenance of key IT infrastructure services



Comarch Managed Services

Comarch Managed Services consists of continuous administrative services that are handled by Comarch professionals remotely from the office or directly at a customer's place of business. The services primarily apply to advanced server systems, databases and storage systems which are critical installations in a corporation's IT Infrastructure. Comarch's certified engineers provide services which include the highest SLA parameters. In addition, we manage the hardware and virtual platforms as well as the operating systems.

PRODUCT OVERVIEW

Operating systems administration

The management and administration of our server service is carried out by our server infrastructure administrators in client environments. The scope of services is determined individually with the client and may include permanent cooperation (administration and supervision of servers) or occasional services (installation, re-installation, updates, audits). Comarch is able to take full responsibility for managing a customer's system by providing remote management and administration of the operating system and monitoring services 24 hours a day, 7 days a week, 365 days a year.

Database administration

Comarch offers comprehensive services related to the administration of Oracle and MS SQL databases:

- ▶ Installation and configuration of databases on Linux, Windows, AIX, HP-UX, Solaris
- ▶ Installation and configuration of databases in HA clusters: Red Hat Cluster Suite, Veritas Cluster HA, Oracle, Solaris Cluster, etc.
- ▶ Daily administration (troubleshooting, tuning / optimization, installation of patches, elimination of errors)

Virtual platforms administration

The scope of services includes implementing a wide range of virtualization solutions such as VMware ESX, Parallels Virtuozzo, Oracle VM, Citrix Xen, Microsoft Hyper-V. Comarch offers full support of the whole process, from implementation to the migration of existing physical environments to the virtualization platform. We help customers diagnose, manage and resolve problems related to the virtual environment regardless of brand or vendor. We have experience and comprehensive technical knowledge of the market's most popular virtualization environments.

- ▶ Remote, proactive monitoring of database systems and 24x7 alert handling
- ▶ Monitoring performance and guaranteed quick response to production outages
- ▶ Migration between different versions of any of the supported configurations and between any hardware platform
- ▶ Preparation of a backup strategy fully adjusted to client requirements and preparation of data recovery strategies



BENEFITS

- ✔ The provider takes full responsibility for the system
- ✔ Transparent quality assessment method with guaranteed SLA
- ✔ Improved quality of service
- ✔ 24x7 pro-active monitoring and management
- ✔ Access to experienced and professional engineer resources
- ✔ Reduction of system downtime
- ✔ Easy access to know-how
- ✔ Consulting included in the price of the services
- ✔ Lower costs for employee training

Comarch Systems Integration

The Comarch Systems Integration product group comprises of a number of services, whose purpose is to adapt the customer's IT environment to their new business and technical requirements. Comarch supports IT customers beginning with the analysis and design phase of the new IT platform, to the delivery of all appropriate equipment and software, up to the implementation and maintenance phase. We're referring here to both the launch of new systems on new platforms, extending the functions via software upgrades (e.g. by upgrading the database or system backup) and also migration between systems, system consolidation or virtualization of physical environments currently used by the customer.

PRODUCT OVERVIEW

IT platforms analysis and design

Comarch offers consultancy services when choosing the hardware and system platform and mediation during the time of purchase (the possibility of obtaining attractive discounts). Thanks to this service the client receives a complete and adequately sized hardware and system platform which will serve his needs. We can also help with the integration of new and existing IT solutions in a customer's environment.

Physical environments virtualization

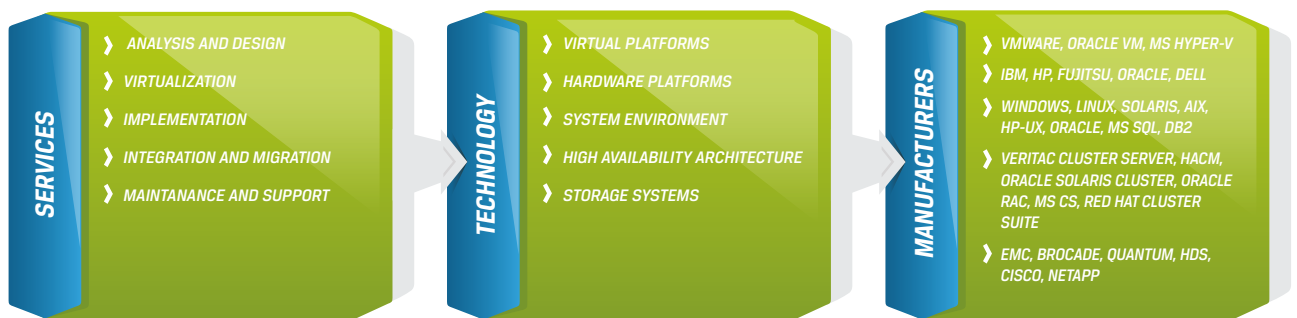
Comarch also offers clients the chance to use their existing physical servers on a virtual level. Virtualization of servers provides a higher level of resource utilization without compromising safety or reducing the system's availability. Virtualization significantly reduces IT infrastructure costs and the costs associated with the management of this infrastructure.

Implementation and migration services

The service guarantees a comprehensive implementation of the system, beginning with hardware procurement, preparation of the installation plan through to installation and configuration of devices, ending with the creation of post-installation documentation.

Hardware and software delivery

Comarch offers a wide range of IT hardware and software: desktops, notebooks, monitors, printers, servers, routers, switches, disk arrays, tape libraries, firewalls, system software, antivirus software and other specialized software (e.g. virtualization software). Comarch is a partner of many large worldwide manufacturers and vendors of IT hardware and software. There is also the constant possibility to obtain substantive and professional support and maintenance for purchased equipment.



BENEFITS

- ✓ The unification of IT systems
- ✓ Lower hardware, energy, maintenance and administration costs
- ✓ The infrastructure is properly matched to the needs of the business
- ✓ The creation of a professional IT development strategy
- ✓ Reduction of system downtime
- ✓ Easy access to know-how
- ✓ Consulting included in the price of the services
- ✓ Lower costs for employee training

Comarch Business Continuity

The Comarch Business Continuity product group consist of two products which are dedicated to providing high availability for system components, minimizing the possible effects of an accident and a quick recovery process to a point in time before the failure. This high availability solution is a service designed specifically for clients where even the slightest critical system failure can result in huge losses. Such customers are willing to invest in equipment and software solutions in order to prevent a single point of failure in a system's component which might cause a business application to be unavailable. The backup and data archiving service is dedicated to companies that are aware of the validity of the data that is stored and processed in their information systems. Comarch designs and implements a data backup and archiving system appropriate to the customer's environment size and can also administer it post-implementation.

PRODUCT OVERVIEW

Data backup and archiving

Thanks to the professional backup system we can reduce the time spent on data protection and the time needed for data recovery. Comarch adjusts backup and data archiving solutions to customer needs. We use the solutions of such manufacturers as: Symantec (NetBackup, BackupExec), IBM (Tivoli Storage Manager) and EMC (NetWorker), which all allow great flexibility in the construction of a sophisticated all allow backup and data archiving service in terms of both hardware and software.

High availability solutions

The main reason for applying High Availability solutions is the need to ensure continuous access to business-critical applications and data. This is achieved through the use of a cluster of solutions that minimize downtime caused by system failure. High Availability services offered by Comarch include both design and implementation of performance, as well as reliable and mixed clusters. Reliable cluster solutions are designed in such a way as to minimize the downtime of a client's critical services. This is achieved mainly by eliminating the single point of system failure (SPOF) and continuously monitoring its processes.



BENEFITS

- ✔ A higher level of data security
- ✔ High reliability regarding the conduct of processes
- ✔ Easy information management
- ✔ Solutions which are in accordance with legal regulations
- ✔ Simple integration with existing business processes
- ✔ The infrastructure is properly matched to the needs of the business
- ✔ Integration of backup and archiving solutions in one environment
- ✔ TCO minimization
- ✔ Low exploitation costs
- ✔ Reduction of system downtime
- ✔ Easy access to know-how
- ✔ Consulting included in the price of the services
- ✔ Lower costs for employee training



Worldwide offices

Albania	Russia
Austria	Slovakia
Belgium	Switzerland
Canada	Ukraine
China	United Arab Emirates
Finland	United Kingdom
France	United States of America
Germany	Vietnam
Luxembourg	
Netherlands	
Panama	

Offices in Poland

Krakow – Headquarter | Bielsko-Biała | Gdańsk | Katowice | Lublin | Łódź | Poznań | Warszawa | Wrocław

COMARCH

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Comarch is a leading Central European IT business solutions provider specializing in forging business relationships that maximize customer profitability while optimizing business and operational processes. Comarch's primary advantage lies in the vast domain of knowledge accumulated in and applied to our software products. These products incorporate highly sophisticated IT solutions for businesses in all vertical sectors. Comarch has a multinational network of offices employing over 3500 highly-experienced IT specialists in Europe, the Middle East and the Americas.

Comarch Spółka Akcyjna with its registered seat in Krakow at Aleja Jana Pawła II 39A, entered in the National Court Register kept by the District Court for Krakow-Śródmieście in Krakow, the 11th Commercial Division of the National Court Register under no. KRS 000057567. The share capital amounts to 8.051.637,00 PLN. The share capital was fully paid. NIP 677-00-65-406

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