



**Technology for the Travel Industry,  
personalized and made to measure.**

## who we are



At Juniper, we have over 100 experts in Internet technology and expertise in the tourism sector.

Since 1996, we offer our customers an ongoing commitment to quality and service attending their needs in a market in constant change and evolution.

We have our headquarters in Palma de Mallorca (Spain) and offices in Miami (Florida, USA) and Buenos Aires (Argentina).

We are leaders in solutions for tourism companies, allowing us to conduct research and development of new functionality into the most innovative markets.

We provide a distribution platform (Booking Engine) which we personalize to each clients requirements and tools where companies can have complete freedom of action for all the different Internet sales distribution channels that they might wish to manage: website, XML, mobile devices, etc..

We improve the operational efficiency of our clients, offering innovative solutions that automate the processes of consultation and internal management of those products that they wish to offer, reducing costs and using more efficient channels than those used traditionally.

We have over 150 customers in over 35 countries across America, Middle East and Europe.

## solutions



## Solutions for the tourism industry

The success of your project on the Internet depends on the use of these innovative solutions to suit your needs and receive the right support whilst developing the project.

Our business model allows you to have an up to date solution with new developments adapted to the constantly changing tourism market on the Internet.

**We are the leader in tourist distribution solutions**

1

**We improve operational efficiency of enterprises offering innovative solutions**

2

**Our main aim is the success of your Project**

3

**We adapt our solutions to the needs of your company and market developments**

4

**We offer technological advice**

5

**We provide all the necessary tools to optimize your return on investment**

6

**Our tools allow you to keep track of the contents, prices and allotments**

7



## Booking Engine



Automate the response to bookings made through the solution as well as the communication with customers, without human intervention, 24 hours a day, 365 days a year, thus improving the productivity of your company.

With our Booking Engine you can manage your business online, change prices instantly, sell complementary products, manage quotations, manage the contents of the distribution channels and dynamically package different products.

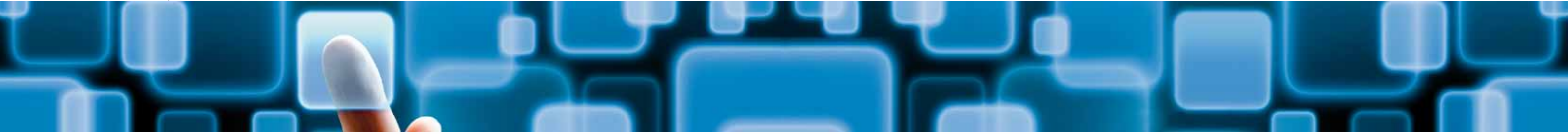
All modules include tools that are intuitive and easy to use for any member of your company, with minimal knowledge of computers. You can create all the pages you want with information on products, prices, allotments, destinations, events, or any other information you feel will be useful to your customers.

The Booking Engine allows you to optimize profits on sales, to adjust prices and offers according to market conditions, using Yield Management tools and optimizing the resources invested in the sales process.

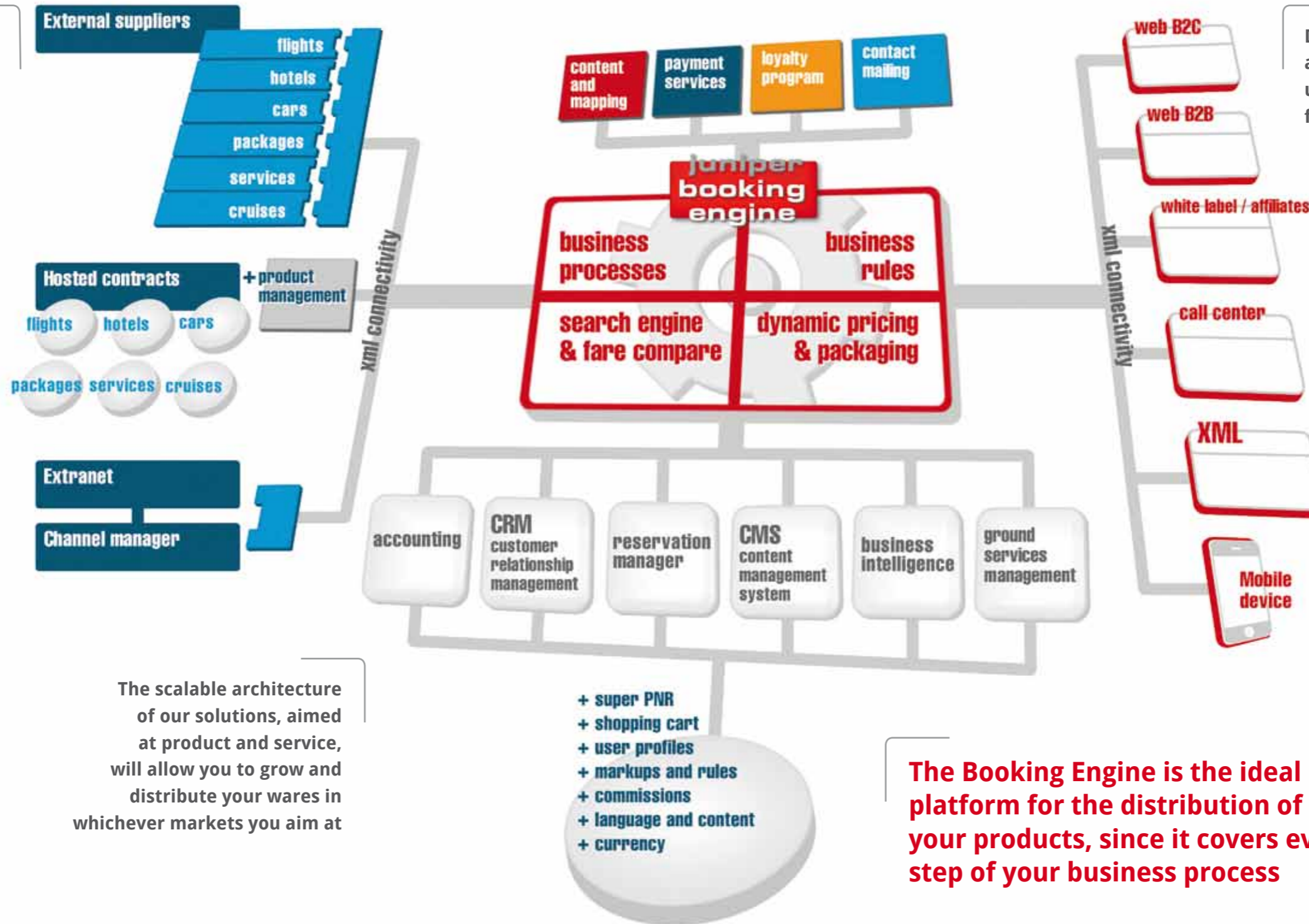
Your company may offer its own products and / or products from external providers simultaneously, bringing added value to your customers since they can choose from a wider variety of products within your website.

### Some advantages you'll enjoy with our Booking Engine:

- Confirm reservations automatically.
- Stay open 24 hours, 365 days a year.
- Keep total control on rates and inventory.
- Integrate different modules and sales channels.
- Manage product inventory online from the intranet.
- Your website can be Multilanguage and multicurrency.
- Offer your products On Request if not available on the web.
- Report regularly on the offers made to your customers through our tools.
- Design your website to suit your corporate image.
- Offer different purchasing terms to your customers with net or commissionable rates.
- Control access by different user permissions.
- Your customers can make reservations in just 3 steps.
- Give confidence to your customers using payment gateways with secure data encryption.
- Provide the web site content dynamically in the user's language.
- Provide automatic conversion of all currency prices you want.
- Dynamically package different products and tourism services.
- Automatically send the travel voucher to the traveler or your customers.



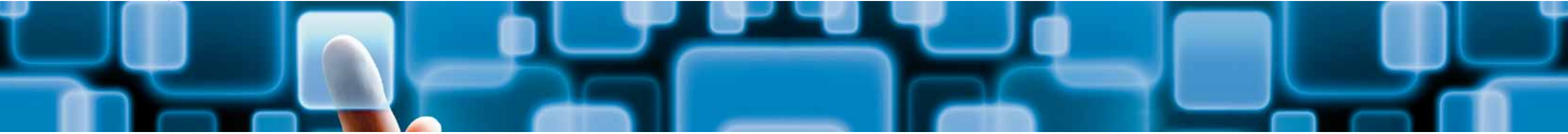
The interaction of Host to Host (XML) technology towards your Suppliers will allow you to offer all their products online



Distribute your content and product through unlimited channels, managed from one single Database

The scalable architecture of our solutions, aimed at product and service, will allow you to grow and distribute your wares in whichever markets you aim at

**The Booking Engine is the ideal platform for the distribution of your products, since it covers every step of your business process**



## Hotel module

This module allows agencies, tour operators, and hotel establishments, to market their products on the Internet.

The searches and reservations may be made through multiple channels including Call Center, Websites, XML interfaces or white labels solutions, depending on your business needs.

### Some of the features of the Hotel module

- Flexibility in the management of hotels, categories, rooms and mealplans.
- Freedom in the insertion of multiple cost and sales Contracts for the same accommodation, aimed at different users of your website.
- Offer different prices and allotments for different customers / markets.
- You can create multiple offers, supplements, restrictions,...
- Offer all kinds of additional services to the booking of accommodation.
- Generate tariffs, planning forecasts and other reports.
- You can offer accommodation online or booking on request.
- Use visitor statistics, commercially, supplied through the solution.



## Hotel Extranet module

This module allows the administrator to create extranet users to hotels (suppliers) to configure their accommodation (descriptions, allotments, rates, supplements, special offers, restrictions ...) independently.

### Each Hotelier may be permitted to carry out one or any of the following actions:

- Add Rates
- Increase prices
- Create Supplements
- Create Offers
- Creating Minimum Stays
- Change Allotments
- Create Stops Sales
- Update Release
- Create Free Rates
- Consult bookings



## Flights module

With this module, you can manage charter flight sales, flights provided through GDS (regular rates or negotiated rates), direct connections to airlines and low cost flights.

The charter module allows you to enter the charter company's contracts and manage their inventory and ticket issuing.

### This module allows you to

- Sell online products offered by airlines GDS systems or Host to Host (H2H) and sell Low Cost flights.
- Sell publicly available rates and/or negotiated rates, configurable for single flight and dynamic packaging.
- Sell products of several GDS and/or charter flights through a single integration (consolidator).
- Sell charter + GDS product in a single search.
- Management of waiting lists and reports to track sales and charter occupations.
- Voucher for shipment, IATA compliant pax lists.
- Search by flexible dates: calendar route price + / - 3 days.
- Issue of Special notes and automatic cancellation of tickets issued.
- Management of BSP tickets issued for settlement.
- Administration fee markups by type and airline.
- Service Management Fee.
- Management of ticketing fees (fees for airline tickets issued).



## Car hire module

Market this product by combining XML Host to Host connections to external Suppliers, together with the contracts you might have agreed with your local suppliers. You can offer car rental as part of a dynamic package, or by itself.

### This module allows you to offer

- Free sale or on request bookings.
- Manage administration fees.
- Insert information about the cars, models, rates, special offers, cancellation policies,...
- Services included in the price and optional supplements that the user can add to their choice (baby seats, GPS, etc.).
- XML Integration with external providers respecting the negotiated rates.



## Vacation Packages module

There are two package modules: dynamic packages and predefined packages.

Predefined packages allow you to sell any package you can imagine without the need to load each separate product on to the system, assigning a price for the whole package and its supplements.

The dynamic packages allow you to offer combinations of existing products in your inventory or from external suppliers. You can create packages from contracts loaded into the system and xml connections you have with your suppliers, so that dynamic packages can offer flight + hotel, flight + hotel + car, flight + hotel + services or any combination thereof.

### With vacation packages you can

- Design vacation packages combining your own product with product from external suppliers.
- Provide additional services, which may be optional or mandatory.
- Present the customer a packaged price.
- Sell your packages on-line using a secure payment gateway.
- Obtain reports and statistics that will facilitate the management of products that are part of the packages.



## Cruises module

This module provides the latest tools to offer customers the ability to purchase Cruise vacations "On-Line". You can load those contracted directly or replicate cruise data from the cruises offered by your Wholesale Partners.

### With the cruise module you will

- Offer all your Cruises online, or on Request.
- Provide additional services, optional or mandatory for the buyer.
- Offer your customers a detailed itinerary of the cruise.
- Create schedules, offers, cabins, etc.
- Manage berth fees, both for adults and children.
- Manage all bookings from a single access point.



## Host to Host, integration with Suppliers (via XML)

With our Booking Engine, your company can provide your own website inventory, together with complementary products through XML interfaces with external suppliers of all kinds of services. In this way, you can offer your customers a variety of services that, until now, were impossible to manage from a single site.

The connection to external suppliers is known as Host to Host or H2H integrations. This process is performed dynamically and transparently for the user, through Juniper technology. Consumers can be offered various supplier connections, simultaneously, and Juniper technology will dynamically filter the results according to parameters set by your company, where your Company does not lose control over the details of each buyer, unlike so-called "white label" solutions, where the client is in fact the client of your Supplier, not your own, since the details on each client do not reside in your Data Base, but reside on the Data Base of the Supplier.

### Connect to

- Hotel Chains
- Accommodation providers
- Consolidators Low Cost Airline
- GDS airlines
- Directly connect to Airlines
- Wholesalers
- International Consolidators
- Service Providers
- Rental Car Companies

### This solution provides you with

- Total transparency: your customers will not see the difference between your inventory and that of the suppliers connected.
- Increased number of suppliers: as our clients request more connectivity we commit ourselves to make connections to additional suppliers.
- Easy booking management: with H2H connections you can easily manage all reservations made.
- Combine with your own products: the products offered by external providers can be combined with products that your company has contracted directly. Choose the rules through which you offer these products.



## Tourist Services module

This module allows you to enter contracts for shuttle transfers, car rental, tours, excursions, theme park tickets, travel insurance and other destination services you might offer.

### This allows you to

- Sell tourism services through your distribution channels.
- Manage content descriptions and photographs of each product.
- Enter purchase contracts including prices, allotments, taxes and cancellation policies and conditions of sale for each of your customers.
- Integrate with destination services providers through their XML interface.
- Create all types of destination services you feel necessary for your project.
- Also, if you have the dynamic packaging module, you can package them together with other products.



## Mobile Point of Sale

With this module, the Incoming Tour Operator may sell travel services on arrival through their guides and staff. Sales are made through mobile phones or tablets with Android operating system, and automatically update the Booking Engine. The Android device can be connected via Bluetooth to a mobile printer, which, in addition to printing the voucher at the time, if you have a credit card reader, your staff can confirm immediately the payment of the contracted services. The system allows your staff to make reservations even when the device is in a poor reception coverage area, since the Booking Engine will automatically synchronize when you recover a better coverage signal.

### Features of this module

- Sale of excursions from an Android terminal with Internet connection (3G or Wifi) at any time.
- Print vouchers instantly from the Bluetooth printer.
- Charge by credit card or record cash payments.
- Reservations can be made even without strong signal coverage.



## Administration (Accounts)

This module allows you to manage financial transactions with customers and suppliers, so that from the Intranet you can be in control at all times the financial balances.

### With this module you will be able to

- Invoice customers, based on various invoicing rules, generate and send proforma invoices to your customers.
- Manage the payments received from your customers/invoices as well as manage any pre-payments received.
- Record in the system the invoices received from suppliers.
- Direct Debit payments made by your customers.
- Reconcile the payment of bookings with the supplier invoices, and manage payments you make to your suppliers.
- Transfers the balances between different customers and suppliers.
- Export to other Accounting systems (QuickBooks, A3, SAP, Microsoft GP, etc. through our own Webservice, to any other program) your customer invoices sent to buyers, or received from Suppliers, as well as payments received and made.



## Business Intelligence

Through a partnership with QlikView, we have developed business intelligence tools to facilitate business decisions based on the information that resides in the database of your solution, with which you can compare time periods, different products from different Suppliers and view graphically different comparative data.

### Features of the Juniper Business Intelligence Tool

- Data is grouped into a user friendly interface, simple and intuitive that facilitates the study and understanding of the data.
- Allows you to dive into the detail of your own data and discover trends, results which helps you decide on courses of action, based on real information.
- We can create the reports that you specifically need, quickly, and to measure.
- Provides an interface on a dashboard where you will be able to visualize your business data in multiple ways.
- You can easily export the data found in Excel for more detailed reports.
- You can access the module at any time, through mobile devices like iPhone, iPad, Android and Blackberry ...



## Contact Mailing module

Contact Mailing is a complete system with which you will be able to keep your clients updated on the latest information and offers, with complete e-mailing campaign capabilities. A powerful solution enabling you to keep in touch with your clients around the World, as well as providing you with statistics on the number of messages read and the effectiveness of your campaigns. Contact Mailing is an easy to use programme that allows you to prepare professional press releases, information bulletins and newsletters, where you can direct different information to different categories of customers which you can set up inside the system. You get complete control both, on the frequency of release of the emails, as well as on their response, through a complete statistical program.

### This allows you to

- Edit custom emails in web format without prior technical knowledge.
- Does not require any previous installation or maintenance of files on your PC.
- Maintain your own web directory where you can store the images that appear in the emails.
- Easily import data previously stored in a database and sorted by categories or profiles defined by your business.

## xml Web Service module

The XML Webservice allows you to offer your product through XML connectivity as well as through your website. In this way, your customers can book their products directly on their online database through an interface that meets the standards of the tourism industry (OTA) standard. If your customers are selling through their own web pages you will be able to provide a completely transparent product to them.



## Ski module

Juniper offers a complete suite so you can sell all your skiing services directly online. You will be able to create packages dynamically with external suppliers for hotels or flights, adding your own product like ski services in destination, as well as be able to manage all the relevant information necessary to make the most agreeable shopping experience for your users.

### You can offer the following services at destination

- Ski resorts
- Ski equipment
- Skiing lessons
- Insurance and Lift tickets
- Information and technical data on the ski stations



## Affiliates module

The Affiliates Programme is aimed at promoting online sales, offering external websites the possibility of redirecting customers to your site and honouring commission on the sales generated in it.

We design a search engine which can easily be inserted on to your affiliates own websites, instead of a banner with a link. Thus, the affiliate's visitors will enter their search data in the affiliate website and then they will get the results from your own Website, with all the details (storing the hidden affiliate code, for later reconciling). You can offer commission to affiliates for each visitor reservation made on your website, even in the future (up to 365 days), since the system leaves a cookie on the visitor's computer that identifies by whom they were referred initially.

### The system will generate reports with the following information

- Number of visits made
- Total sales for bookings made
- Number of reservations made
- Commission amount that corresponds to the affiliate



## Web Development

We create web applications - websites, intranets and extranets - that are highly functional and effective. Our focus on human interaction with computers and design based on usability, ensures that our applications are tailored to customer needs by adding value to your business.

Our analysts and developers are professionals in the development of applications based on object-oriented languages and possess the critical skills to put your project into production.

We use technology .NET and Java for a robust development, but also have experience in other languages like PHP and can improve your project or convert your applications to .NET quickly.

- Development of web and desktop applications.
- Content Management Systems (CMS)
- Web Development Services.
- Programming in Oracle database and SQL Server.
- Project Management:
  - Head / Project Coordination
  - Functional analysis
  - Technical analysis
  - Programming
  - Planning and monitoring

## Web Design and usability

At Juniper, we have graphic designers and usability analysts to help you design your website and customize it to your own requirements.

Our designs project a professional image, are commercially effective and optimized for search engines.

**In designing a website, we take into account the factors most valued by potential customers, which include:**

- Functionality
- Content
- Technology
- Search Engine Optimization
- Navigation
- Corporate Image

## Internet consulting

Juniper carry out consulting services on information technology to help our clients make the smartest decisions.

We have extensive experience in Internet technology and in the Tourism Sector.

Our ever increasing customer base provides us with the expertise in developing Internet solutions that allow us to advise organizations professionally on how to develop a strategy or project on the Internet.

## Training and support

We have a department that specializes in providing training and support on the product modules we offer. The team consists of multilingual staff (English - Spanish - Portuguese) located in two areas of the World (Spain and U.S. East Coast) and focused at answering any questions the customer may have.

We offer training and remote support that allows our agents, in just 2 clicks, to take control of your computer and help you resolve your concerns. We also have extensive documentation on the solutions which will benefit your business as reference material for solving specific doubts your organization may encounter.

## Hosting

Our applications are hosted, managed and monitored in our data centers by our systems experts, so you do not have to worry about purchasing servers, communication lines and installations.

Our servers are housed in data centers, with high-performance and high-speed Internet connections supervised and monitored 24 hours a day, every day of the year, by our team of experts.

Our Data Centers are in Palma de Mallorca and in Miami, equipped with level 1 infrastructure and all the elements needed to support power outages, hurricanes and other adverse events.

The system updates and upgrades are performed automatically without interrupting your business. The system is built on a sturdy platform in an entirely web environment.



## Our clients

We have over 150 customers in over 35 countries across America, Middle East and Europe.

Our solutions are aimed at tourism businesses that want to distribute their products and services, or third party products and services through the Internet, either to final consumers (B2C) or other businesses (B2B).

Our technology allows you to distribute and manage the entire business process from the purchase or rental, through the sale, invoicing, billing of customers and paying suppliers.

Whether you want to expand your scope to improve productivity or revolutionize the way you do business, Juniper is the partner you need!

### Our solutions are used by

- Tour Operators / Wholesalers
- Accommodation providers
- Online Travel Agents
- Hotel Chains
- Independent Hotels
- Incoming/DMC Agencies
- Central Reservation Systems
- Car rental companies
- Snow operators
- Villas for rent

### Among our clients

- |                               |                  |
|-------------------------------|------------------|
| Action Travel                 | Euromundo        |
| Aerolineas Argentinas         | Jet2 Holidays    |
| American Express              | Kaluah Tours     |
| ATOM Travel                   | Marsans Brasil   |
| Cielos Abiertos               | Natalie Tours    |
| Delta Vacations International | Nautalia         |
| Despegar                      | NTIncoming       |
| Egypt Express                 | VKO (TUI Russia) |



## Our partners

At Juniper, we have strategic technology partners to provide excellent service and innovative products.

The excellent relationship with our partners allows us to have connections with an extensive number of different suppliers, always updated with the latest improvements that they might have implemented.

Through ongoing collaboration between customers and partners, our Booking Engine continues to evolve, adapting itself to new market trends, offering more exciting products and services, allowing your organization to be more competitive with new functionality, which is of benefit to all our customers.

### Among our partners

- |                              |                              |                        |
|------------------------------|------------------------------|------------------------|
| Alamo Rent a Car             | Harrahs Hotels               | Pousadas de Portugal   |
| AlliedTPro                   | Hertz Rent a Car             | Qualitas Assistance    |
| Amadeus                      | Hilton                       | Riu Hotels and Resorts |
| American Tours International | Holiday Autos                | Sabre                  |
| AON                          | HotelBeds                    | Sidetours              |
| Assist Card                  | Hotels4you                   | Skiart                 |
| Bonotel                      | Hotusa                       | Sol Melia Hotels       |
| Centralia                    | Iberostar Hotels and Resorts | Soltour                |
| Choice Hotels                | Intercontinental Hotel Group | Special Tours          |
| Club5 Estrellas              | Interjet                     | Special Tours (Greece) |
| Cynsa                        | Intermondial                 | Special Tours (Spain)  |
| Dollar rent a car            | Jacob                        | Talonotel              |
| ETN                          | JonView                      | TAM Airlines           |
| Eurolink                     | Jumbonline                   | Tourico Holidays       |
| Eurolink                     | Kuoni                        | Transhotel             |
| Europlayas                   | LowCost Flights              | Travco                 |
| Eurotours                    | Mark Travel                  | Turkish airlines       |
| Expedia                      | Marsol                       | Viajes Olympia         |
| Galileo                      | Miki Travel                  | Volaris                |
| Grupo Sehrs                  | NTIncoming                   | Worldspan              |
| Gullivers Travel             | Paradores                    | You Travel             |

## contact



Request an online demo, by visiting our website or contact our Commercial Department to learn about our products and solutions.

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