

FIND OUT ABOUT OUR  
**JUNIPER  
BOOKING  
ENGINE**

# Who are we

Since 1996, we offer our customers an ongoing commitment to quality and service, attending their needs in an ever-changing tourism market. We have our headquarters in Palma de Mallorca (Spain) and offices in Miami (Florida, USA) with over 120 experts in Internet technology and in the tourism sector.

We provide you with a distribution platform (Booking Engine) which we can customize to your particular requirements, giving you complete freedom of action for all the different Internet sales distribution channels that you might wish to manage, such as Websites, Sales via XML connectivity to your clients, and mobile devices.

As a truly Global Technology Company, we have over 180 clients in more than 35 Countries across America, Europe and the Middle East, which allows us to continually conduct research and development of new functionality for innovative Companies in farfetched markets Worldwide.

Offering complete solutions for companies like your own, where you can distribute all your Holiday products and services Worldwide, and instantly. We attract the attention of Tour Operators, Leisure and Corporate travel agencies, Consolidators, OTA's, DMC's, and other players in the Tourism marketplace.

Our goal is to help you make a success of your project, by optimizing the operational efficiency of your business, offering innovative solutions that automate the processes of consultation and internal management of those products you wish to offer the market, and by using more efficient channels than those used traditionally so that you are able to reduce costs and overhead structures.

With our large number of clients, together with the connections we have completed to a vast number of external Suppliers, we give your business the opportunity of interacting with an extensive internal marketplace, where you can buy and sell a variety of Holiday products and services in the most technologically efficient way possible.

Being a 100% Web-based solution, it supports unlimited simultaneous users and multiple office locations across the Globe.

Your Company can offer Accommodation products, Air, Car Hire, Transfers, Tours & Excursions, Insurance and visa service, and much more to final consumers (B2C), other businesses (B2B) or internally (B2E).

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

## Why Juniper Solutions

Our business model allows you to have an up to date solution. With our SaaS model we customize with only those modules your business requires right now, but with the flexibility to be able to add other modules, as your requirements change in the future.

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

### With this in mind

- You can push the limits of your organization by taking advantage of state-of-the-art software solutions.
- Improve operational efficiency in your enterprise, maximize your profits on Sales, and therefore, optimize your return on Investment.
- By automating many everyday business processes, we free your staff to perform more productive activities.
- We can adapt our solutions to the needs of your company.
- We can offer you technological advice and consultancy services, thus becoming your strategic technology partner.
- We can provide all the necessary business tools with which you can take better Management decisions.
- You can manage all the business rules that you want, and deliver above average returns, simultaneously, to your B2B partners and to your Company.

# Juniper Booking Engine

## Main features

01 Manage your business online, updating availability and changing prices instantly, upselling complementary products, managing bookings and quotations.

02 Since we offer a modular system, you can start off with only a few modules and add more modules as your business conditions change.

03 Automate the response to bookings made through the solution as well as the communication with customers, without human intervention, 24/7/365 days of the year.

04 Improve profits on sales, adjusting prices and offers according to market conditions, using Yield Management tools and optimizing the resources invested in the sales process.

05 Display optional Supplements to help you up-sell.

06 Extract reports on the offers made to your customers through our tools.

07 Generate quotations that can easily be turned into confirmed bookings at a later stage.

08 Offer your rates in multiple currencies, with automatic conversion, or applying set conversion rates for defined periods of time, should you buy currency in advance.

09 Complement your own products with those products supplied by external third parties, bringing added value to your customers, and allowing you to have greater coverage of products in more destinations than ever before.

10 Manage a number of different distribution channels, where you can decide what products at what prices are offered in which sales channel.

11 Create different access permissions for different users of your solutions, where purchasing conditions can be different for different clients and where employees can have access to different areas of your back office.

12 All modules include tools that are intuitive and user friendly, where your team can load Contracts, create business rules and all manner of pages to display information useful to your customer.

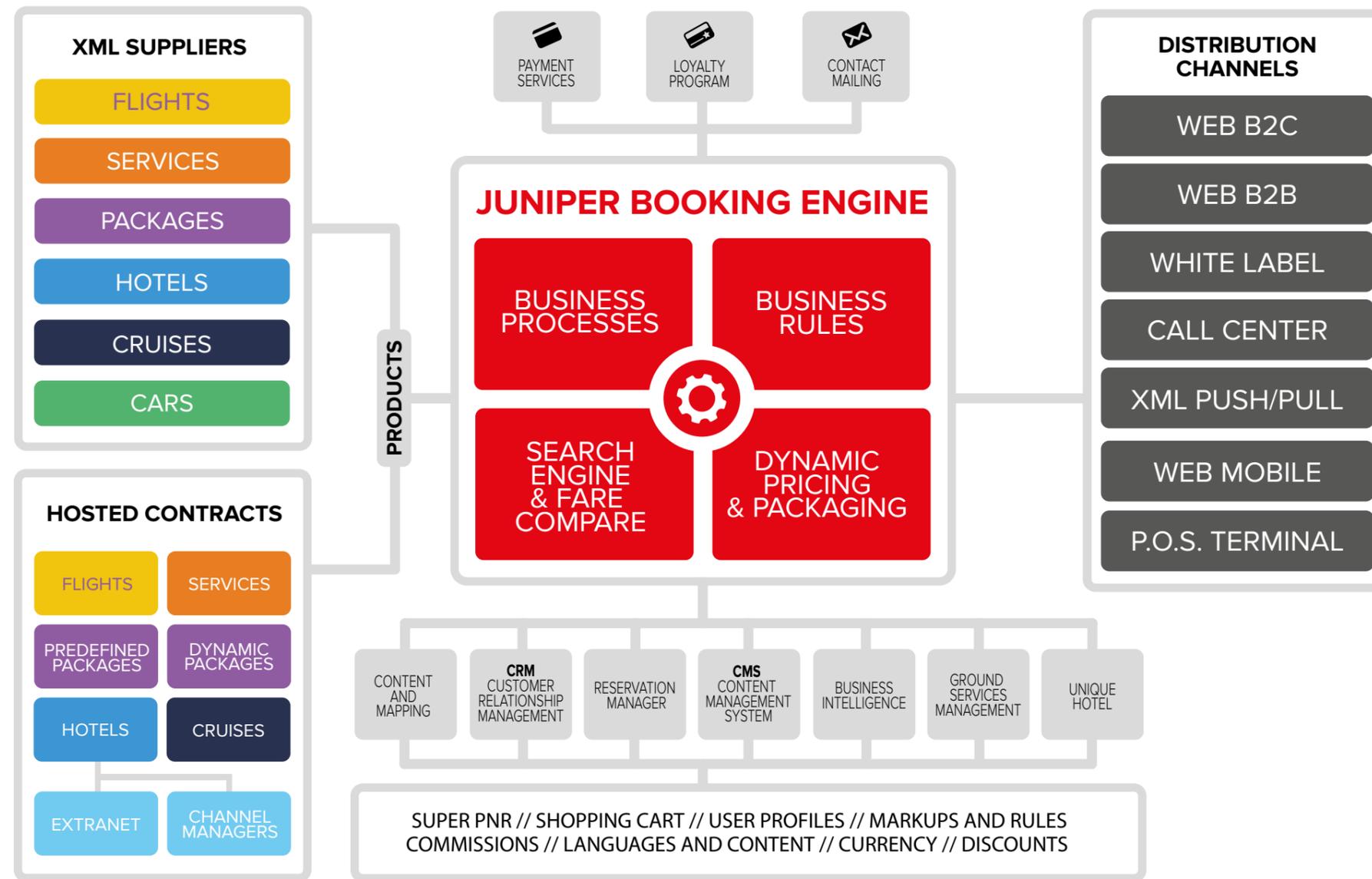
13 Offer Dynamic packaging where you decide what products you want to offer on which days during a stay period, and our solution will work out the price for the whole package, dynamically for your consumer.

# JUNIPER BOOKING ENGINE

# Juniper Booking Engine

Host to Host (XML) technology will allow you to offer all your Suppliers products online.

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



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

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

## Accommodation

Upload all sorts of Contracts for Accommodation you contract directly, which can later be updated in real time by your Contracting team or even the Hotelier, through the Extranet module.

- Manage all the complex rules that Hoteliers include in their contracts, such as:
  - Room Occupancy rules.
  - Create Hotel Categories, meal plans, add static data on each Accommodation, with full length descriptions and unlimited photographs.
  - Minimum and maximum stay rules.
  - Child age policies, which can relate to the Hotel, to different markets or clients, different periods of the year, different Supplements and even different Special Offers.
  - Cancellation Policies, which can be the same for more than one Accommodation, can relate to different markets or clients, different stay dates or different booking dates.
  - Applying all types of discounts, promotions, special offers and Supplements, which can be combined, can be on request, or can be optional or obligatory.
  - Managing multi-currencies, both, on purchasing, and on selling contracts.
  - Creating all roomtypes, and manage allotment distributions, free sale and releases.
- Print the Contract directly from the solution, so that the Hotelier and your clients/agencies in B2B (with mark-ups added) can review and directly sign their respective copies .
- Analyze comprehensive reports based on your booking information, which can be further treated once extracted to Excel format.
- Extract Occupancy forecasts, Rooming lists, Sales Volume Commission, Special Offer, Supplement, and Sales and Costs reports.
- Accommodation searches will provide your customers with the total stay price, as well as the nightly rate, with all the special offers and compulsory supplements already applied to the rate shown, as well as the Nationality of the customer, as per the Hotel Contract, if so required.
- Your customers will be able to filter the results to a search, by budget, star ratings, closeness to Points of Interest in each destination, or meal plan.

## Hotel Extranet

You can give Hoteliers access to your own Extranet, with different permissions, allowing them to update any or all of the following:

- Hotel descriptions and pictures.
- Create Minimum Stays.
- Modify rates and allotments freely.
- Stop or Open Sales.
- Limit price increases or allotment decreases.
- Update Release.
- Create Supplements and offers.
- Download bookings.

## XML Web Services

Offer your clients real-time rates, descriptions and availability of your Holiday products, via XML connectivity.

- Your clients can connect to your products real-time, via the XML Webservices.
- Offer your clients real-time rates, descriptions and availability for Accommodation, Flights, Destination Services and Vacation Packages.
- Your customers can book your products directly on their websites through an interface that meets the standards of the tourism industry (OTA) standard.
- You can sell in OTA's competing amongst other Suppliers.

## Host to Host integrations



Host to Host (H2H) integrations to one or many Third Party Suppliers, complementing your directly contracted products, giving you greater reach and variety, adding value to your offer.

Connections to external suppliers are known as Host to Host or H2H integrations. The 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. We constantly increase the number of connections to new suppliers, with over 100 already in our Portfolio.

Unlike “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, with Host to Host connectivity you keep control over the details of each buyer.

- Complement the products from your own inventory with all kinds of products and services supplied by external suppliers, through XML interfaces developed by Juniper.
- Offer your customers a wider variety of services, and greater reach in destinations offered to your customer that, until now, were impossible to manage from a single site.
- Combine the products offered by external providers with products that your company has contracted directly.
- Seamlessly, your customers will not see the difference between your inventory and that of the suppliers connected.
- You can connect to:
  - Hotel Chains.
  - Accommodation providers.
  - GDS of regular airlines, such as Amadeus, Travelport, Sabre or Worldspan.
  - Low Cost Airline Consolidators.
  - Airlines (Direct connections).
  - Wholesalers.
  - International Consolidators.
  - Service Providers.
  - Car Rental Companies.
  - Cruise Lines and consolidators.
  - Channel Managers.

## Unique Hotel



This module allows us to map those connections H2H via XML that you have contracted with us to a Unique Hotel ID table created by Juniper, whereby your Website will not show Hotels duplicated.

- Have greater flexibility in deciding how the Accommodation that is returned in the results of a search are displayed to your clients.
- When a Hotel is available in more than one of the Suppliers you have connected to via XML, the solutions will only display the Hotel one time.
- By default it will display the Hotel from the Supplier that offers the cheapest rate found.
- If you wish, you can also map room types and mealplans so that the results will offer the cheapest mealplan from the cheapest Supplier, and then the next cheapest mealplan, which can be from a different Supplier.

## Business Intelligence



Make sound business decisions based on real and accurate information that resides in the database of your solution.

- You can compare time periods, different products from different Suppliers, sales behavior of your clients and view graphically different comparative data.
- With a simple, user friendly and intuitive interface, you will have access to all the data, for easy study and understanding.
- Dive into the detail of your own data and discover trends, and other information which helps you decide on courses of action, always based on real information.
- We can create the reports that you specifically need, and receive scheduled reports.
- You can access the module at any time, through mobile devices like iPhone, iPad, Android and Blackberry.

## Vacation Packages



Combine different Holiday products into Vacation packages with pre-defined prices, or Vacation Packages that will Dynamically create the selling price, based on selected dates and availability.

- Design vacation packages combining your own product with external suppliers products.
- Provide additional services, which may be optional or mandatory.
- Present the customer with a complete packaged price.
- Set up independent allotments that apply only to the predefined package you design.
- Obtain reports and statistics that will facilitate the management of products that are part of the package.

## Destination Ground Services



Enter the directly Contracted services that are available in the Destinations you cover, such as transfers, excursions, tickets of all sorts, travel insurance, visa services, and more.

- Enter contracts for transfers, tours, excursions, theme park tickets, travel insurance and any other destination ground services you might wish to offer.
- Sell destination ground services through all your distribution channels.
- Manage the content descriptions and photographs of each service you want to sell.
- Enter purchasing and selling contracts with prices, allotments, taxes and cancellation policies and different sales conditions for each one of your customers.
- Integrate your own contracted destination ground services together with those offered by destination services providers through the XML interfaces we have already developed.
- Package the destination ground services, together with other products, and offer the resulting packages dynamically to your customers.

## Mobile Point of Sale



Make your excursion and transfer sales in resort, and get the bookings in your solution immediately. Optimize the sales made by your in-resort representatives.

- Sales are made through mobile smartphones or tablets with Internet connection (3G/4G or WiFi) and which use the Android operating system, and each booking sold, is automatically updated in the Booking Engine.
- The Android device can be connected via Bluetooth to a mobile printer, which can print the service voucher immediately.
- If a credit card reader is connected, your staff can also confirm immediately the payment of the contracted services. Otherwise, all cash transactions are recorded, for later reconciliation.

## Destination Ground Handling



Manage all the logistics that a DMC needs to handle, relating the allocation of customers to transport vehicles, routing the vehicles for transfers as well as for excursions.

- You can group passengers into vehicles with easy to use and intuitive tools, and program the route that the vehicle must take.
- Allocation of vehicles for the transfer of whole Flights, to or from the Accommodation, is now easily done with only a couple of clicks of the mouse.
- Override the vehicle assignments that the solution can automate for you, including vehicle-pricing and ticket pricing.
- Extract manifests with all transfer or excursion details relating to passengers, vehicles and staffing, which can be distributed to the Transport Company.
- Reconcile all Excursion tickets sold by your reps with bookings they have made in your solution, and manage any commissions that might be owed to the reps, based on actual bookings and tickets used.

## Cruises



Upload Cruises contracted directly by your organization, or you can replicate cruise data from the cruises offered by your Wholesaler.

- Create different Cruise Lines, Ships, Levels, Cabins, online, or on Request, as you prefer.
- Offer optional or mandatory additional services, and create a detailed itinerary of the cruise for your customers.
- Set up different departure dates for each Cruise and manage cabin rates, with different prices for adults and children.

## Administration (Accounts)



Manage all financial transactions with customers and with suppliers, so that, from the solution's back-office, you can control at all times the financial balances.

- You can generate and send proforma invoices to your customers, automatically with every sale made, but you can also raise sales invoices for your customers, based on various invoicing rules.
- Generate batch payments following different date rules, customer rules, as you require.
- Manage the payments received from your customers/invoices as well as manage any pre-payments received.
- Reconcile the payment of bookings with the supplier invoices, and manage payments you make to your suppliers.
- Export automatically every detail relating to the sale and the cost of every booking made to your own Accounting system (QuickBooks, A3, SAP, Microsoft GP, etc. or, through our own Webservice, to any other program you might have).

## Flights



If you contract Charter seats, you can upload all the Contracts from this module, which can later be sold by themselves, as seat-only, or together with other products.

- Manage charter flight sales, flights provided through GDS, as well as some direct connections to airlines and low cost flight consolidators.
- Insert charter flight contracts and manage your inventory and ticket issuing, from within the solution itself.
- Online flight products available in airline GDS systems or Host to Host (H2H) Low Cost flights can be made available to your buyers.
- Offer publicly available rates and/or negotiated rates, configurable for flight only sales as well as for dynamic packaging.
- Sell products of several GDS and/or charter flights through a single integration (consolidator).
- Your customers can search one-way, return and multi-destination, by fare type, and can filter the results by Airline, number of stops, budget, or arrival and departure times.
- Charter and GDS products can be available simultaneously in the results of a single search.
- Manage waiting lists and reports to track sales and charter occupations.
- Issue travel Vouchers, Special notes and IATA compliant pax lists.
- Search by flexible dates: calendar + / - 3 days.
- Manage BSP tickets issued for settlement.
- Add Administration fee markups by type and airline.
- Automatically add Service Management Fee to the final price offered to your customer.

## 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 Microsoft.NET and Java technology 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.

Our Team can help you with the:

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

## Training and support

Our Training department specializes in providing training and support on all 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 on 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.

## Web Design and usability

Whether you have a consolidated brand image or are new in the online Tourism market, we can guide you finding the best website design, meeting your needs and expectations.

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 our customers, which include:

- Functionality.
- Content.
- User experience (UX).
- Search Engine Optimization (SEO).
- Navigation.
- Corporate Image.

## Internet consulting

We would gladly assist you with consulting services on information technology to help you make the smartest decisions.

With 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.

## Hosting / Maintenance

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 Booking Engine is offered SaaS (Software as a Service).

The servers we use 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.

We have Data Centers in Palma de Mallorca (Spain) and in Miami, equipped with level 1 infrastructure and all the elements needed to support power outages, hurricanes and other adverse events. We update and upgrade your solution monthly, with minimal interruption to your business.

# Our referrals

## Clients

We have more than 180 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), other businesses (B2B) or internally (B2E).

With clients in so many different Countries, we can offer you an internal market of Juniper clients to whom you can sell your products to and from whom you can also buy products that can thus complement your reach to destinations that you may not have considered before, but that can greatly enhance your offer to the marketplace.

Additionally, Juniper clients are already selling their products to over 300 external Companies, via XML Webservices. Each one of these Companies can also buy from your own Juniper solution, since there is no extra work to be done by the integrator once they have concluded an integration to any single Juniper client.

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.

For an up to date list of Clients already connected to some of our partners, please go to [www.ejuniper.com/en/clients](http://www.ejuniper.com/en/clients).

### Our solutions are used by

Tour Operators / Wholesalers

Accommodation Suppliers

Online Travel Agencies (OTA's)

Destination Management Companies (DMC's)

Central Reservation Systems (CRS)

Hotel Chains

## Partners

At Juniper, we have strategic technology partners that 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.

For an up to date list of Partners already connected to some of our clients, please go to [www.ejuniper.com/en/partners](http://www.ejuniper.com/en/partners).

### Among our Partners

Hotel Chains

Flights

Car Hire

Vacation Packages

Accommodation

Channel Managers

Travel Insurance

Ground Services

Ferries

Cruises



Request an online demo,  
by visiting our website or contact  
our Sales Department to learn  
more about our products and  
let us design the best solution for  
your business.

Juniper Europe - Headquarters  
Gremi Fusters 33 - Office 302  
07009 Palma de Mallorca - SPAIN  
T. +34 971 764 415  
[europe@ejuniper.com](mailto:europe@ejuniper.com)

Juniper Americas  
9675 NW 117 Ave Suite 305  
Miami, Florida 33178 - USA  
T. +1 305 755 0251  
[americas@ejuniper.com](mailto:americas@ejuniper.com)

Juniper Middle East-North Africa  
Mazaya Tower BB2,  
Mazaya Business Avenue, Floor 31,  
Office 01, PO. Box 643733  
Jumeirah Lakes Towers, Dubai - UAE  
[mena@ejuniper.com](mailto:mena@ejuniper.com)

Juniper Asia-Pacific  
Level 33 Interchange 21  
399 Sukhumvit Road  
North Klongtoey, Wattana  
Bangkok 10110 - THAILAND  
[apac@ejuniper.com](mailto:apac@ejuniper.com)

Juniper Colombia  
Carrera 100 # 5-169  
Torre Oasis, Piso 7  
Oficinas 712 - 713  
Cali - COLOMBIA  
[colombia@ejuniper.com](mailto:colombia@ejuniper.com)

[www.ejuniper.com](http://www.ejuniper.com)