AUTOMATING
TMC CORE PROCESSES

PCI DSS CERTIFIED

GDPR COMPLIANCE

GREEN HOSTING

MIDOCO
OPTIMIZING WORKFLOWS

— MEMBER OF THE MIDOCO GROUP —

TABLE OF CONTENT

ON THE PATH TO EFFICENCY

7 mn
processed airline tickets p.a.

11+ bn €
processed travel turnover p.a.

25.000
daily active users

TMCs operating in today's fiercely competitive travel industry face major challenges; changing regulations and evolving markets, new distribution channels, demanding, digitally enabled consumers and rapid technological progress are all applying pressure on profit margins.

This complexity has created multiple issues in handling mid-office processes, from the burden of using multiple interfaces and a growing number of sourcing channels, to the stress of maintaining subledgers and ensuring compliance with GDPR requirements. To make matters more tedious, there are complex post-booking processes, including invoicing, refunds, cancellations and PNR splits.

MIDOCO was created to help TMCs address exactly these issues. MIDOCO is a 100% SaaS midoffice software that automates and optimises workflows.

Since 2005, our team has focused on covering the essential midoffice challenges of the travel sector. In our 24/7 digitally connected world, TMCs need a highly flexible workflow engine that allows them to react instantly to complex scenarios, adapt effortlessly to change, as well as provides the opportunity to easily scale up or down according to the environment.

**BY MEETING THESE NEEDS EFFECTIVELY, MIDOCO NOW RUNS
THE CORE BUSINESS PROCESSES OF LEADING
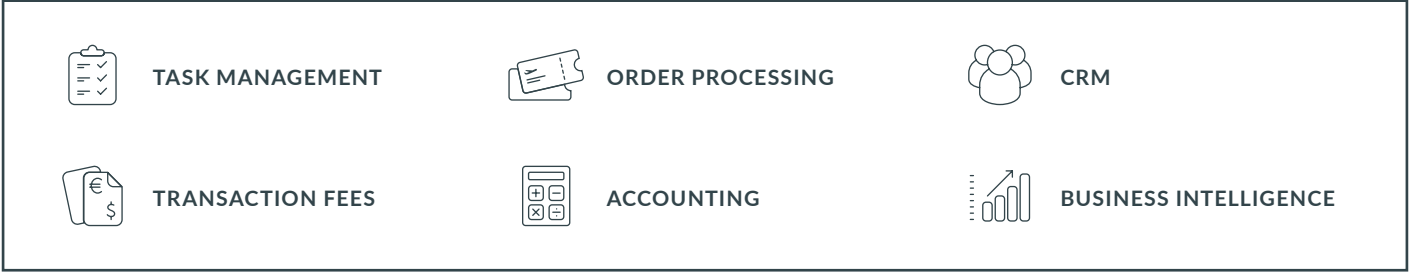PREMIUM TRAVEL BRANDS SUCH AS:**

DERPART   EFR TRAVEL GROUP   Insight Booking Solutions   easy avenues   TUI

Lufthansa City Center   Uniglobe Travel   TRAVELTRUST

CUSTOMISATION: BUILT AROUND YOUR BUSINESS NEEDS

We offer a highly customisable engine that delivers all degrees of automation. Our flexible modular service layer enables your travel organisation to pick and choose the specific functionalities you need. This includes the capacity to personalise and shape central components of the MIDOCO software such as Transaction Fee Management. You can add or remove capabilities like the multi-dimensional calculation of transaction fees and the ability to determine fees based on contextual and transaction information. Also, if you would like MIDOCO to maintain your travel subledger either alongside or linked to your primary accounting system, you have the choice to do so.

Amongst many more, other MIDOCO functionalities you can select range from invoicing, PNR processing and BSP reconciliation, to task management responsibilities such as supervisor controls, batch printing queues and the scheduled repetition of tasks. With MIDOCO, you are in control.

GDS

AIRLINE DIRECT / NDC

ONLINE

HOTEL PROVIDER

RAIL PROVIDER

API / WEBSERVICES

PROFILES

COMMUNICATION LAYER
WORKFLOW LAYER
SERVICE LAYER
FEATURES
INDIVIDUAL CUSTOMISATION
OPEN ARCHITECTURE WEBSERVICES

ACCOUNTING

DATA ANALYTICS

DATA WAREHOUSE

DUTY OF CARE

PAYMENT

API / WEBSERVICES

DOCUMENTATION

TASK MANAGEMENT

ORDER PROCESSING

CRM

TRANSACTION FEES

ACCOUNTING

BUSINESS INTELLIGENCE

CONNECTIVITY:
FLEXIBILITY AND CHOICE ARE KEY

Our world is more connected than ever, with new distribution channels (such as NDC) and sourcing technologies emerging, seemingly by the day. Travel agents now need to access multiple sources in order to meet demand in the marketplace. For TMCs this can be time consuming and complex. However, for MIDOCO the importing of GDS interface records is as simple as connecting to Direct Connect interfaces or aggregators for airlines, car rental companies or hotels.

CONNECT MIDOCO TO:

AirGateway aMaDEUS atriis Booking.com evolvi Rail Systems FARELOGIX sage

accelya travelogix TRAVELPORT Umbrella Faces Profile Automation

> The MIDOCO software covers so much within the TMC space. Their solutions allow for streamlining of processes and task management, all of which enables the TMC to be efficient as well as innovative.

Abby Penston, Chief Executive Officer,
Focus Travel

FOCUS

In addition to technical connectivity of integration middleware, the MIDOCO content loader can handle the data structures of commonly used sourcing channels. Moreover, MIDOCO is designed to manage multi-sourcing, so that you can focus on selling while keeping maintenance costs low.

MIDOCO also provides a broad range of 'plug and play' web services for the delivery, processing and collection of data, to and from your MIDOCO midoffice engine. This service is available for all modules.

AUTOMATION:
AUTOMATE THE ESSENTIAL

Unfortunately, humans make mistakes. Even more so when tasks are repetitive and tedious. With MIDOCO there is a better way.

MIDOCO´s automation eliminates human errors and increases the accuracy and efficiency of your processes. With its highly customisable rules engine, any activity can be planned and automated according to your requirements, so that you can finally say goodbye to dull and non-productive routine tasks.

"

MIDOCO Midoffice is an extremely capable software function that will enable us to not only achieve the highest level of post-booking process automation available for both our business and our many clients currently but also will allow us to evolve further as new technology becomes available moving forward.

Mark Woolcock, CFO, Easy Avenues

easy avenues

MIDOCO´s midoffice engine can automate any post-booking process. This includes order processing, transaction fee calculation, invoicing, ticket processing, refunds, cancellations, reconciliation of settlements, revalidations, PNR splits and even EMDs. By allowing the system to calculate transactions, you stamp out the possibility of human error and free up your agents' time for other more valuable tasks.

WHAT ELSE CAN MIDOCO´S MIDOFFICE SYSTEM HELP MY BUSINESS WITH?

We provide extra essential value-adding functions that have been developed to boost and simplify your TMC operations and cover important needs for your day-to-day processes. These are:

- PCI/DSS Level 1 certification, which ensures that your company can store, transmit and process credit cards to the highest standards. Additionally, all credit card processes from ticketing to invoicing can be automated. We wouldn´t like to boast - but this is a struggle to find in other mid-office software.

- Effortless compliance with GDPR. Our software can store all transaction-related documents such as invoices, emails or call logs in MIDOCO File Management. Records are automatically sorted according to document type, enabling you to have a single source for all documents and the ability to delete personal information while retaining accounting-related data. The secure database, activity logs and reporting capabilities of MIDOCO help ensure that all transactions performed or stored within the software are GDPR compliant.

- Ideal positioning to automate all Subject Access Requests (SAR), due to being connected across all client systems. The GDPR handler can locate all customer records, and trigger anonymisation or deletion.

SOUNDS GREAT! WHAT ABOUT MIDOCO IMPLEMENTATION?

Firstly, together we will define the initial project scope and work out how you can leverage the highest return on investment. Once we have a clear scope and define your own very particular user requirements, we can configure your interfaces, and where needed, develop new interfaces to connect MIDOCO to your systems.

As soon as the set-up of the connected environment is complete, individual modules will be tailored to your specific needs. When the MIDOCO system has been fully configured, it is placed in our staging environment, initially for internal tests followed by our clients' user acceptance tests. And finally, as the system has successfully passed those acceptance tests, master data is migrated and the set-up moves into production. The handover can be phased, run in-parallel, or completed as a hard cutover, depending on your preference.

At MIDOCO we believe in complete transparency. We offer all of our clients a live view of project progress and status, whenever they wish, now that's a great service.

MIDOCO

OPTIMIZING WORKFLOWS

LET'S TALK

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