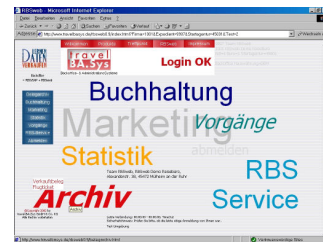




## Data that learns how to sell

*travel-BA.Sys is an experienced seller of Backoffice-solutions in the travel industry.*

*The company – formerly called "STINNES-data Touristik Systeme" - is an IT-service provider and has gathered experience since 1972 in the processing of Backoffice-data for travel agencies. Over the decades travel-BA.Sys has developed a leading position in this market segment. Focusing on large travel agencies, travel agency-chains and – cooperations with an annual revenue of more than 15 Million Euro has been the successful strategy of the company. travel-BA.Sys offers a powerful and homogeneous Backend System, which has become a standard of the travel industry in the German market.*



The main product of travel-BA.Sys is **RBS/SAP**, which is based on a central mainframe database. The new standard product **RBSweb** consequently uses the possibilities offered by Internet- and Intranet-technology to connect the travel agencies to the central system. tcACCESS is a strategic component of that system.

Owners of travel-BA.Sys are theTUI-Group and REWE Zentralfinanz. The applications of travel.BA.Sys are operating in an OS390 environment. The central databases accessed by **RBSweb** are ADABAS databases. CICS is being used as the Online TP-Monitor. The mainframe applications have been developed using the NATURAL programming language.

travel-BA.Sys markets **RBS/SAP** and has developed to be a standard in the German travel sector. **RBSweb** has been developed to provide access to the Backoffice-data using the Internet or Intranet. The **RBSweb** project started 2 years ago.

The following goals have been specified for the development of **RBSweb**:

- Performance. The system should be capable of managing several ten thousands of user inquiries per hour and to present the results in an attractive format.
- Security. Aside the SSL based access it had to be guaranteed that all security mechanisms already implemented on the mainframe must be used by **RBSweb**.
- Existing Business Logic. **RBSweb** should also use the already operational mainframe processes.

tcACCESS from B.O.S. was being selected to integrate the ADABAS databases and NATURAL-applications into **RBSweb**.

"The development of **RBSweb**, starting from the idea to production implementation, took about 4 Man-years." Andreas Heil, application developer at travel-BA.Sys looks after the project and is part of the team from the very first minute. "tcACCESS plays a central role, because **RBSweb** communicates with the mainframe using the tcACCESS-ODBC Server from B.O.S. We process SQL-requests and can initiate our existing mainframe applications using the interface provided by tcACCESS. The communication between **RBSweb** and our mainframe applications uses ADABAS tables. These tables are being filled in by our mainframe applications. **RBSweb** uses SQL to asynchronously read the tables and process the results." Andreas Heil describes the **RBSweb** solution: "The journeys are sold using so called Frontoffice-Systems (CRS), i.e. via START or Merlin. The data

will then be transferred from the corresponding data-centers to our **RBS/SAP**-System, which automatically books and balances the data and prepares it for further processing. For the first time, **RBSweb** enables our customers to have all information at hand, right at the counter, that are necessary to perform a professional CRM (Customer Relationship Management) and let them become part of the sales process. The palette offered ranges from statistical analysis to marketing, accounting and customer support information".

**RBSweb** uses HTML, JavaScript and style-sheets. The ASP-application, which runs on a mirrored NT-System, has been developed using Visual Studio. "Performance was of importance during the development" says Andreas Heil. "We use parallel threads and can process a large number of static pages together with ongoing 10 Logins per second and machine. This represents about 30 SQL-transactions per second. We do this without having to operate large-scale, expensive server-farms. The communication to the mainframe is TCP/IP based and uses the tcACCESS ODBC-Server from B.O.S. tcACCESS turned out to be very stable and offers excellent performance. During the development of **RBSweb** the cooperation with B.O.S. worked extremely well. The support answered all upcoming questions in a professional manner and provided fast and adequate solutions to very specific requirements."

Development carries on. The archiving system for business processes will be further enhanced, workflow-concepts will be integrated and interfaces to additional CRS-systems are in the plans. Just as the full integration of different system-services using a homogeneous user interface and the further globalization of the product.

"tcACCESS will continue to be an important connecting link to the mainframe." travel-BA.Sys counts on the successful partnership.

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