



Web Traveller - Services

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Web Traveller is a team of IT professionals with years of experience working with travel wholesalers. Our focus is helping travel wholesalers make the most out of their business, with the effective use of information systems.

Web Traveller's core product is the Tr@veller reservations system - suitable for travel wholesalers of any size, Tr@veller is the most functionally rich reservations system available, utilising a combination of proven technology, the most up-to-date platforms, and the power and flexibility of the internet.

To complement the Tr@veller reservations system, Web Traveller offers a variety of IT and software related services to travel wholesalers, including:

- Consulting on new implementations of Tr@veller - or implementations of other travel related software
- Ongoing management and support of existing Tr@veller implementations
- Web Site Development and Design
- Custom software development, to extend Tr@veller, or to integrate Tr@veller with other systems

Web Traveller is based in Melbourne, Australia, and operates in Australia, New Zealand, and the Asia Pacific region. We have a close relationship with Web Applications UK, the principle owners of Tr@veller, who service many clients in the UK, Europe and the US.

Please refer to our website www.webtraveller.travel for more information about what Tr@veller can do for you.

Implementation Consulting

Implementing a new information system can be a complicated process. Regardless of the size of your business, there are certain things that are essential for any successful implementation.

Web Traveller has the discipline and experience to make your implementation a success. It's not just the installation and configuration of a new system – other aspects that can be equally important include:

- Business Continuity Planning
- Data Migration / Bulk Data Uploads
- Training
- Project Management
- Integration with other Applications

We have the resources to manage that project for you, or work with you to ensure this success. Our resources will provide the necessary advice and guidance throughout the process until the implementation is complete.

Management of Tr@veller

Tr@veller can be maintained remotely, which means that you have a number of alternatives for how Tr@veller is hosted for your company. Generally speaking, all that Tr@veller needs is any up-to-date Windows Server / SQL Server environment.

For small users, it is possible to share server resources, either with other systems that you already have in place, or with other users of Tr@veller in an external shared environment.

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Sharing hardware resources removes the (expensive) need for dedicated hardware if you don't really need it. Each instance of Tr@veller is totally secure, and independent of any other that may be in that same environment.

For larger users, multiple server environments and large commercial hosting suppliers are an effective way of getting the scale you need.

We have the skills and knowledge to provide you with the right advice on hosting, and can manage the total system on your behalf if required.

Support Services

Web Traveller will support your installation during regular office hours (based on AEST), and outside of these hours by prior arrangement. There is no need for us to physically attend your site – all support can be done remotely by our experienced staff.

Support is included in the annual license fees, being the effort required by us maintaining the Tr@veller system in full running order, and to fix any issues that may arise in the software or its compatibility with the environment in which it runs.

Web Site Development

Web Traveller doesn't work with Tr@veller alone - we develop web sites to enhance your business. These web sites can be stand-alone, or can be linked in with Tr@veller, or your existing systems. We can produce static sites, or content-driven sites. The choice is up to you.

Software Development Services

Web Traveller has a number of permanent staff to handle any software development needs. Our resources are experienced in the construction and configuration of Tr@veller, and can meet any specific requirement that may arise during your use of the system.

Tr@veller is a functionally rich system, and will provide the solution to the needs of any wholesaler, no matter how complex. The most frequent request for additional functionality in Tr@veller is in the area of reporting, where users request a report for a specific purpose - though there are a large number of reports already in the system that will satisfy most needs.

Web Traveller can provide value to your business in other ways - we can develop custom interfaces, for Tr@veller to be linked with other applications you are using; we can review what you already have in place, and offer recommendations on how to get the most benefit from it; anything to do with the systems you are running, we can help you with.

Web Traveller is ready to help you move your business to the next level, with technology that really delivers for Travel Wholesalers.

For more information about the Tr@veller reservations system, and what Web Traveller can do for you, please refer to our website, or contact us:

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