NDC InFocus

+ A **TMC** reference architecture

▶▶▶▶ WHY IS THIS IMPORTANT?

IATA is proposing a reference architecture that provides a framework for TMCs to build a modular IT infrastructure. The reference architecture highlights the important components a TMC may wish to consider for the successful implementation of NDC.

The main objective is to address current feedback on mid- and backoffice blockers to NDC adoption and create a tool to help and inspire the travel industry:

▷ For TMCs to think about their future IT (from small to large TMCs)

▷ For IT providers to identify technology needs and build solutions

▷ For airlines to better understand the complexity of the travel agency environment and requirements.

▶▶▶▶ ZOOM INTO THE TOPIC

The new TMC reference architecture was drafted in partnership with a diverse group of 9 TMCs.

This is a framework to help "unbundle" the different processes and tasks performed by travelers and travel agents when shopping and booking for air travel.

TMC Reference Architecture:

The main principles of the architecture are:

▷ It is focused on a customer retailing experience.

▷ It is offer and order centric: the order database is the source for mid- and backoffice functions – this is also fully compliant with the ONE order vision.

▷ It is modular: It consists of specific modules that interact with each other but can be replaced independently.

▷ It splits core architecture (UIs, seller and back-office systems) from the periphery (aggregation / harmonization layer).

The core TMC reference architecture consists of 3 layers:

▷ Channel Management: How to access and display content

▷ Selling modules: How to sell and process content

▷ Backoffice processes: How to manage back end functions

It is supported by an API management layer that interacts with third party suppliers (air and non-air).

It is also fed by different databases that store customer and corporate profiles as well as offers and orders.
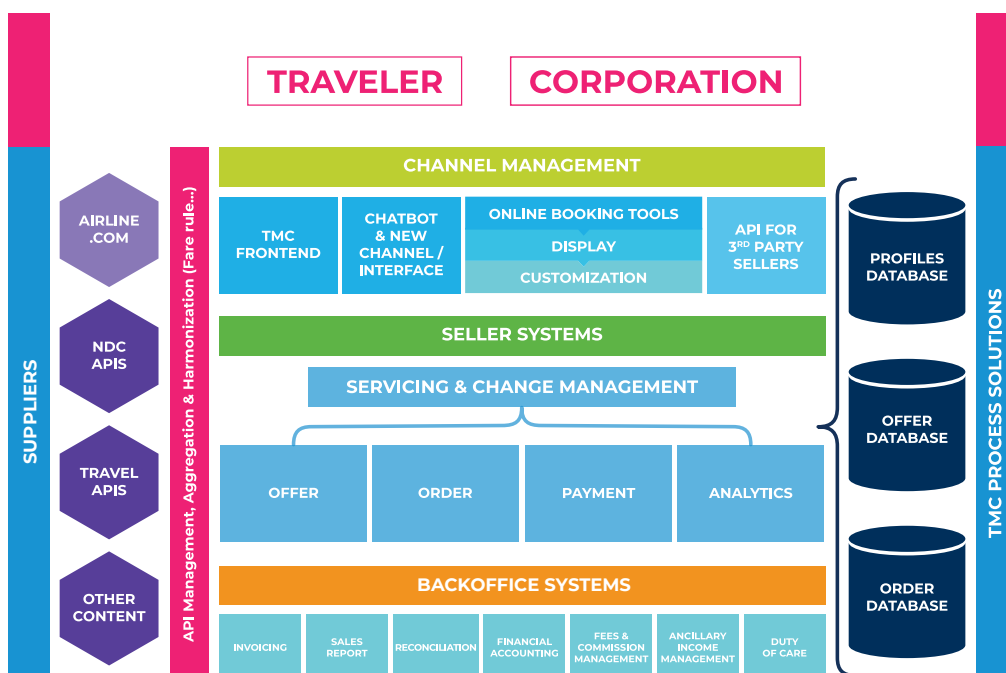
▶▶▶▶ INDUSTRY STATE OF PLAY

The current TMC landscape can be divided into 3 categories:

▶ GDS-based IT: Waiting for GDS readiness (aggregation and agency desktop)

▶ Third party based IT: Want to evolve IT and commercial model, using third party providers

▶ Insourced IT: Consider themselves as IT players and have built their own platform

IATA would like to thank the 9 TMCs who participated in this exercise: Clarity, Click Travel, CTI Trusted Travel Partner, FCM Travel Solutions, Hogg Robinson Group, Havas Voyages, Travel Planet, TUI Group, WTMC.

Link to more detailed information

TMC Reference Architecture – a 10-page document explaining the details of the reference architecture