



Company profile

Founded in 1979

Head Office Germany (Nuremberg)

Countries with offices 4 countries (Germany, Austria, Poland, Canada)

Main activities

"ISO is one of Europe`s largest suppliers of software solutions for the Travel Industry and we also provide various solutions for the Aviation Industry, incl. Airlines, Ground Handling, Airports and ATC."

Number of employees 520

Countries with operations 4

Global revenues 52,4 Mio€ in 2017



Main references in airline industry Condor, Germania, Sunexpress, KLM, Sun Country Airlines

Intended positioning on the market

“

ISO wants to become a major player for both, standard and individual Airline IT solutions, based on latest technology and our experience in the Aviation and Travel Industry

”



Current NDC offer

Product name :
SKYfly, Pacific, SKYres
Addressed clients :
Airlines, Cruise Line
Companies, Tour
Operators

- **SKYfly** Revenue Accounting is ISO`s NDC-compliant revenue accounting solution for Airlines.
- **Pacific** is our proven reservation system for Tour Operators, Cruise Ship Companies and other travel solution providers
- **SKYres** is our NDC-compliant Order Management System, based on latest technology eG mircoservices, offering various adapters to connect with sales channels (incl. touristic channels), suppliers (HTL, CAR, Transfer, Ticket etc.) and backend systems eG Revenue Accounting, DHW, Payment etc.). SKYres is open to connect with any PSS if required but the system was also designed for airlines who want to sell their products without relying on a traditional PSS.
The modularized and component-based solution can also be used by Tour Operators or any other provider of tourist services.

Value proposition

SKYres will become the only solution on the market that can meet the needs of LCCs, hybrid and traditional carriers. The system is based on the latest but proven technologies that reduce risk and maintenance costs. Based on ISO's 30+ years of travel experience, SKYres includes all the components needed to enable airlines and other travel companies to offer flexible pricing for their products without fare filing. SKYres enables the distribution of flight only, ancillaries and other services such as hotel, car, transfer or tours in all major distribution channels (B2B, B2C) including tourist sales channels such as Amadeus TOMA. SKYres covers all relevant fulfilment processes, supports various forms of payment, and provides detailed data and information for comprehensive analytics, reporting, and revenue accounting.

What differentiates this solution

Having one single travel order with several individual services is not new in the travel industry. Based on our experience with tour operator systems, we understand the requirements of ONE Order and can translate these into practical solutions.

Currently in production with several airlines like SunExpress, Germania and others

NDC Roadmap

We build an Airline Retail Platform based on the NDC reference architecture with additional interfaces to 3rd party sales channels and 3rd party suppliers (HTL, CAR, Transfer ..)

NDC perception

(!) Modules bringing most value

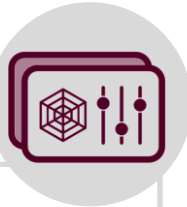
- Personalization
- Dynamic Pricing
- Air ancillary services

(!) Main pain points heard from industry

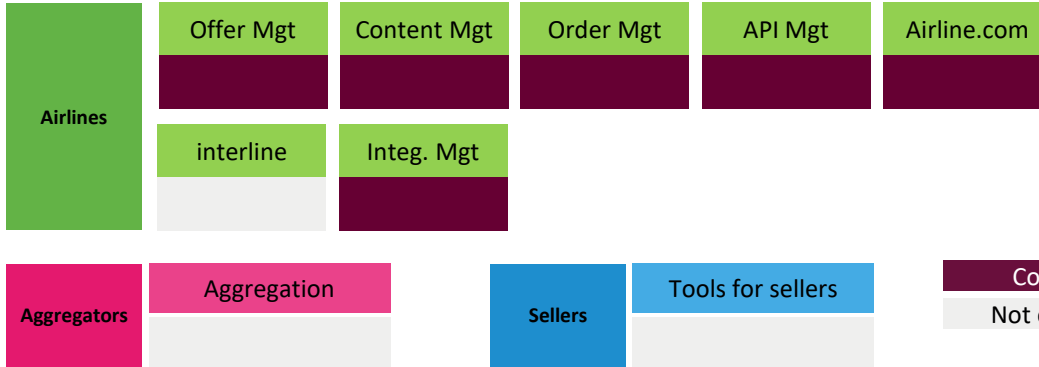
- Relationship with their PSS provider
- Relationship with their current IT provider(s)
- No preliminary analysis of the airline's processes (RM, Pricing, etc;)

(!) Areas of innovations

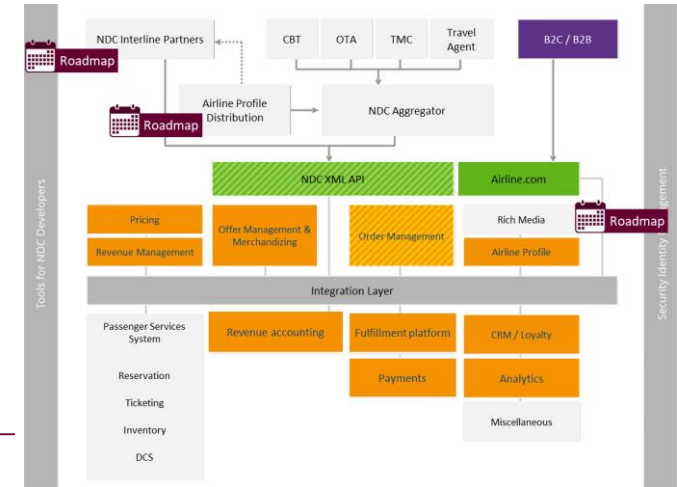
- Expand the standard to include non-air content like hotel
- Define best practices to achieve a standardized handling of the NDC messages
- "Incentives" to speed up the adoption of new NDC versions



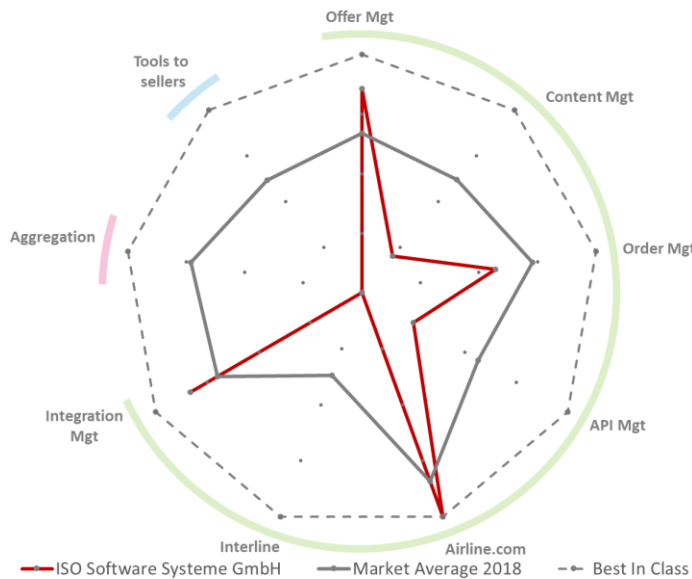
Value chain



Architecture



Functional coverage



BRD NDC use cases coverage

- 22 % BRD use cases covered
- 64 % Shopping
- 56 % Booking
- 14 % Payment & ticketing
- 0 % Airline Profile
- 0 % Interline

Market presence

N/A airlines, N/A aggregators, N/A sellers

Engagement

10-50 working on NDC in next 2 years (target)
N/A NDC bookings in 2 years (target)

Key points

- SKYfly is used by several airlines like SunExpress, Germania and others
- SKYres is constantly being developed but there are several customers using our NDC-compliant Reservation System Pacific



Covered	Not covered
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Use cases		Functional items						
Airlines	Offer Mgt	Air ancillaries	Non-air ancillaries	Personalization	Dynamic pricing	Rich media	Affinity shopping	New offer logic
	Content Mgt	Reference in NDC message	Text	Video	Picture	Multi-language		
	Order Mgt	Order creation	Post-booking ancillaries	Order change	Order cancellation	Payment	Order repository	One Order
	Airline API Mgt	Direct connect Integration	Aggregators Integration	Airline Profile	Network			
	Airline.com	B2C web site and mobile app	B2B web site and mobile app					
	Interline	Offer Interlining	Order Interlining					
	Integration Mgt	CRM integration	Loyalty integration	PNR synchronization	Analytics	RMS integration	CMS integration	
Aggr.	Aggregation	Offer messages	Order Messages	Rich media	Airline Profile			
Sellers	Tools for sellers based on NDC messages	Travel agency solutions	Self Booking Tool	TMC solutions	OTA solutions	MSE solutions	Two-way translation	

