Company profile

**Founded in** 2005

**Head Office** United Arab Emirates (Dubai) & India (Kerala)

**Countries with offices** 2 countries (India and United Arab Emirates)

**Main activities** "TPConnects is a global IT provider. It provides 2 solutions: one for Travel Agencies (TA), Online Travel Agencies (OTA), Tour Operators and Other; one for airlines"

**Number of employees** 48

**Countries with operations** Worldwide

**Global revenues** Not specified

**Main references in airline industry** flydubai; Rotana Jet; Emirates; American Airlines; Saudi Arabian Airlines

Intended positioning on the market

"TPConnects launched a new Generation Travel Retailing Platform for Travel Agencies and NDC Gateway for Airlines. We are one among the Top 5 NDC Providers. We want to be in the Top 3 in terms of Travel Retailing for Travel Agencies and OTA's and enabling airlines to adapt NDC."
TPConnects

Current NDC offer

IT Provider & Aggregator

“TPConnects offer six different solutions:
1- New Generation Travel Retailing Distribution Platform connecting all Travel Suppliers (Airline PSS, GDS, Hotel, Car, Transfers, Tours, Cruise, Insurance, Holiday Makers) and Travel Sellers (Travel Agents, Corporates and OTA’s)
2- Travel Agent Platform for Airlines - With all Travel Retailing Element and Rich Media
3- NDC Gateway with Merchandising Engine for Airlines (NDC XML/API Out)
4- NDC based booking and rules engine for OTA’s
5- NDC based Leisure Management Platform
6- NDC based Mobile Platform”

Value proposition

- “Travel Retailing making possible like amazon.com or alibaba.com, Lower cost of distribution, Disseminate Rich Content, Personalized Offers, Reduce Time to market”

What differentiates this solution

- “1/ Airline solution: TPConnects enables any airline with any PSS to be NDC compliant from end to end. It also provides a travel retailing platform which enables airlines to offer Direct connect to travel agencies connected with them as well as NDC modules for airlines.com web and mobile.
- 2/ Travel Agency solution: TPConnects provides a travel retailing booking engine which handles air products as well as other travel products such as hotels, transfers, etc. This platform is compatible with NDC and non-NDC carriers. This engine consumes all kind of NDC API and GDS messages (for instance for hotels)”

Currently in production with

FZ, RG, AA, EK, SV (sol.1) ; FZ and RG (sols. 2 and 3)

Roadmap

NDC Roadmap for the next 2-3 years

- “For now deployments always tie to the airline’s current PSS but TPCONNECTS is working on a 100% NDC solution.”

Main pain points heard from industry

- Lack of demand for NDC features
- Airlines were not aware of NDC
- Relationship with their PSS provider

Modules bringing most value

- Air Ancillary services
- Dynamic pricing
- Order management

Levers of performance of their solution

- Hardware scalability
- Hierarchical rule engine
- Configuration in a load-balance environment

Levers of security of their solution

- Network firewall
- Data encryption
- Tokenization
**TPConnects**

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**Value chain**

- Airlines: Offer Mgt, Content Mgt, Order Mgt, API Mgt, Airline.com, interline, Integ. Mgt
- Aggregators: Aggregation
- Sellers: Tools for sellers
- Covered
- Not covered

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**Functional coverage**

- Offer Mgt
- Content Mgt
- Order Mgt
- API Mgt
- Airline.com
- Interline
- Integ. Mgt

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**BRD NDC use cases coverage**

- 70% BRD use cases covered
  - 91% Shopping
  - 100% Booking
  - 86% Payment & ticketing
  - 100% Airline Profile
  - 51% Interline

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**Market presence**

- 5 airlines
- X aggregators
- 48 sellers

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**Engagement**

- 50-100 working on NDC
- 80% of total in next 2 years (target)
- 2% NDC bookings
- 15% in 2 years (target)

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**Key points**

- IT provider and Aggregator
- Cover air and non air ancillaries
- Use FileRetrieve messages to synchronize rich content database
- An airline can either load the inventory directly on the PSS or they can load the inventory on TPConnects merchandising engine.
# Use cases

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# Aggregators

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# Sellers

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