

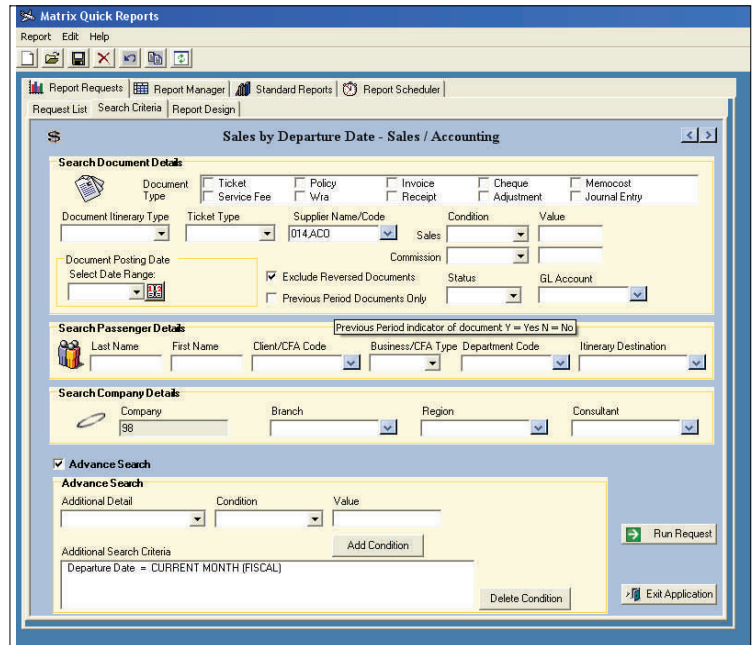
# SureWare Back Office — powered by Global Matrix

## Solution:

Agencies need ways to reduce expenses—this proven, streamlined **back-office system** reduces your administration costs, while providing a solid platform for unlimited growth. This **transactional database** provides real-time access at sub-second response time, and improves data integrity as it removes manual intervention. The Back Office service is integrated with our remaining suite of products to offer the choice of tools to best suit your business requirements.

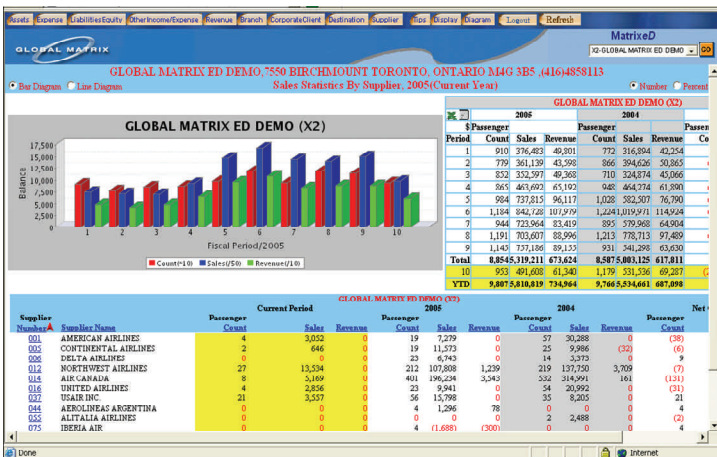
## Proven Benefits:

- ◇ Increased productivity and reduces costs
  - Sub-second online response time
  - Significantly reduce ARC processing costs
  - Merchant fee savings on fees and markups
- ◇ Improves data integrity
  - Reduced errors
  - Eliminates manual processes
- ◇ Enhance customer service
  - Real-time web access to back office data
  - Integrated reporting for independent agents



## Key Features:


- ◇ Automatic GDS interface
  - Transactional database
  - Account Receivable/Payable
  - ARC/IAR reconciliation
- ◇ Value-added service modules
  - Service fee billing
  - Credit card processing
  - Agent settlement system
- ◇ Core finance and reporting systems
  - Corporate Reporting
  - General Ledger
  - Web-based reporting tools
- ◇ Complete hosted service with proven components
  - No software licenses and maintenance
  - Integrated with Microsoft Office
  - Connectivity with CRM and profile solutions



*“The features sound ordinary—don’t be fooled... The results are extraordinary”*



# Integrated Products

<b>Customer CRM</b>	The <i>SureWare Sales Manager</i> is an easy-to-use system which provides companies with the platform to proactively manage its key business asset – your customer list.
<b>Profile Management</b>	The <i>SureWare Profile Tracker</i> system provides a centralized database of traveler profiles, with the ability to connect and to seamlessly integrate with existing reservation systems.
 <b>Back Office Service</b>	The <i>SureWare Back Office</i> is a completely integrated system for back office operations, providing accounting, business management and financial reporting systems.
<b>Travel Bureau</b>	The <i>SureWare Travel Bureau</i> is the service for fully hosting all of our product solutions, with emphasis on creating integration with existing and emerging industry technologies.

*A suite of travel products, expertly integrated and designed to create profile independence, reduce costs, provide real-time reporting and enhance account management.*