



Accelerating Travel Technology

Managed Services

Full service technology solutions for travel suppliers

Travel suppliers and distributors can focus on what they do best - building their business - with Datalex managing their e-Commerce technology infrastructure

Services Overview

Datalex is the natural choice for fully managed services for travel enterprises that deploy e-Commerce solutions using the leading-edge BookIt! suite of Internet booking, fares and travel management systems.

Validated by an ever-growing client list of leading hosted sites, Datalex Managed Services provides full-service hosting for Internet servers including airline reservations Web sites and Internet booking engines for travel supplier and agency storefronts. A world-class and secure software and hardware technology environment, located on the backbone of the Internet, ensures the customer's site maintains maximum availability and is equipped to cope with traffic peaks and rapid business growth. Datalex also manages third-party applications, such as Web and CRM, that operate in conjunction with the chosen BookIt! solution, and provides monitoring, troubleshooting and the first line of support.

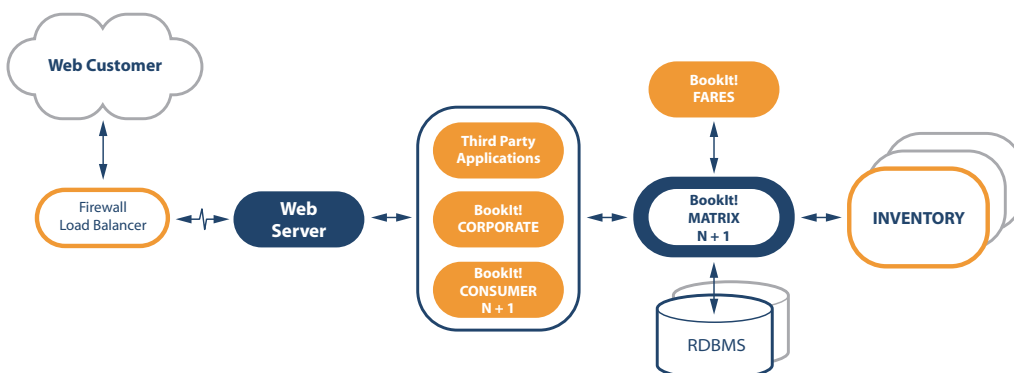
Benefits Summary

- ★ No significant one-time capital investment with costs spread over contract term.
- ★ Single point of contact for all software applications, hardware and connectivity.
- ★ Supports business growth with fast time-to-market and unconstrained capacity.
- ★ Cost-saving benefits of common network infrastructure and bandwidth.
- ★ System architecture designed to meet high availability requirements.
- ★ Broad range of inventory source and connectivity configurations.
- ★ Professional firewall management and intrusion detection services.
- ★ "Peace of mind" - Datalex understands your system and your business.

Return on Investment

- ★ Supports business growth by reducing the burden of technology management.

- ★ GDS Connectivity - Datalex booking engine systems support multiple inventory sources including all major global distribution systems, and hotel and car industry switches.
- ★ CRS Connectivity - Connectivity to the client's own central reservations system may be included as a component in the solution. Datalex continues to build direct connectivity services to major airline central reservations systems, car rental systems and hotel property management systems.
- ★ XML Standards - Datalex implements Open Travel™ Alliance specifications in the messaging component of its e-Commerce platform, **BookIt! MATRIX™**, exposing the transactions of all major GDSs and CRSs via a common set of request/reply XML documents.
- ★ Extended application management - Remote data sources, such as a frequent flyer system, can be connected via a private network and included as part of the application management.



Datalex offers a cost-effective business management solution that helps travel enterprises control the total cost of technology while growing their e-Commerce revenues.

Operational, facility and network overview

Datalex's Atlanta-based server hosting facility provides the following capabilities:

★ World-class facilities

Climate-controlled, fully secured environment; dual commercial power feeds with UPS, backup batteries and generator. The facility maintains a 100 percent fiber-based global IP backbone.

★ Managed Network Security Services

Datalex's highly trained staff provide proactive firewall management and intrusion detection services. Intrusion detection services are based on the SANS/FBI Top 20 Vulnerability list of known attack signatures.

★ Internet connectivity

Content is delivered to the Internet via the facility provider's network platform, which features OC-48 and switched or dedicated Gigabit Switch Router (GSR) Internet backbone connections. The Center is an Internet backbone node site.

★ Other connectivity options

Includes analog lines, Frame Relay, ATM, Private, Voice and third-party line, switched Ethernet ports and dedicated GSR port connections.

★ Bandwidth options

The network platform was built to support customers of all sizes. Highly scaleable, it offers bandwidth options from 2Mbps to 100Mbps per port.

★ Network Operations Center monitoring

The Network Operations Center provides 24 x 7 monitoring of customer servers, their network platform and the Internet.

★ Business and operations reports

Historical reports provide information on network performance bandwidth utilization, service level issues and any problems associated with the applications. The BookIt! Command Center provides sales and administration reports.

Datalex's comprehensive service includes:

★ Rack space as required by hardware specifications.

★ Redundant power supply.

★ Internet connectivity, typically shared, from 2 to 100 mbps circuit, burstable. Additional bandwidth is available if required.

★ Common network infrastructure includes redundant firewalls, load balancers, switches SSL accelerators and GDS circuits. Within the infrastructure, each customer environment runs in isolation, made accessible to the administrator through a private VLAN.A dedicated infrastructure can be provided if required.

★ All third-party software licenses, updates and support.

★ Management and first line of support for all Datalex and third-party applications, service level agreements and escalation procedures.

★ Network attached backups, typically 10GB per machine. Additional storage available.

★ Monitoring services - 24x365. Datalex monitors hardware utilization, performance and processes, as well as Datalex and third-party applications and transaction through-put to ensure system availability in conformity to service level commitments.

Hardware

Datalex utilizes preferred suppliers for hardware provisioning and the benefits of volume purchasing are passed along to the client. Datalex will assist the travel supplier to determine its infrastructure requirements in conformance with stated performance levels, deploying a fully-redundant system with no single point of failure.

And, of course, Datalex provides complete solution consulting for e-Commerce applications for travel industry suppliers and distributors.

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