

# myfidelio.net & mylink

**Innovative, profitable and convenient:**

Online distribution service for the hospitality industry

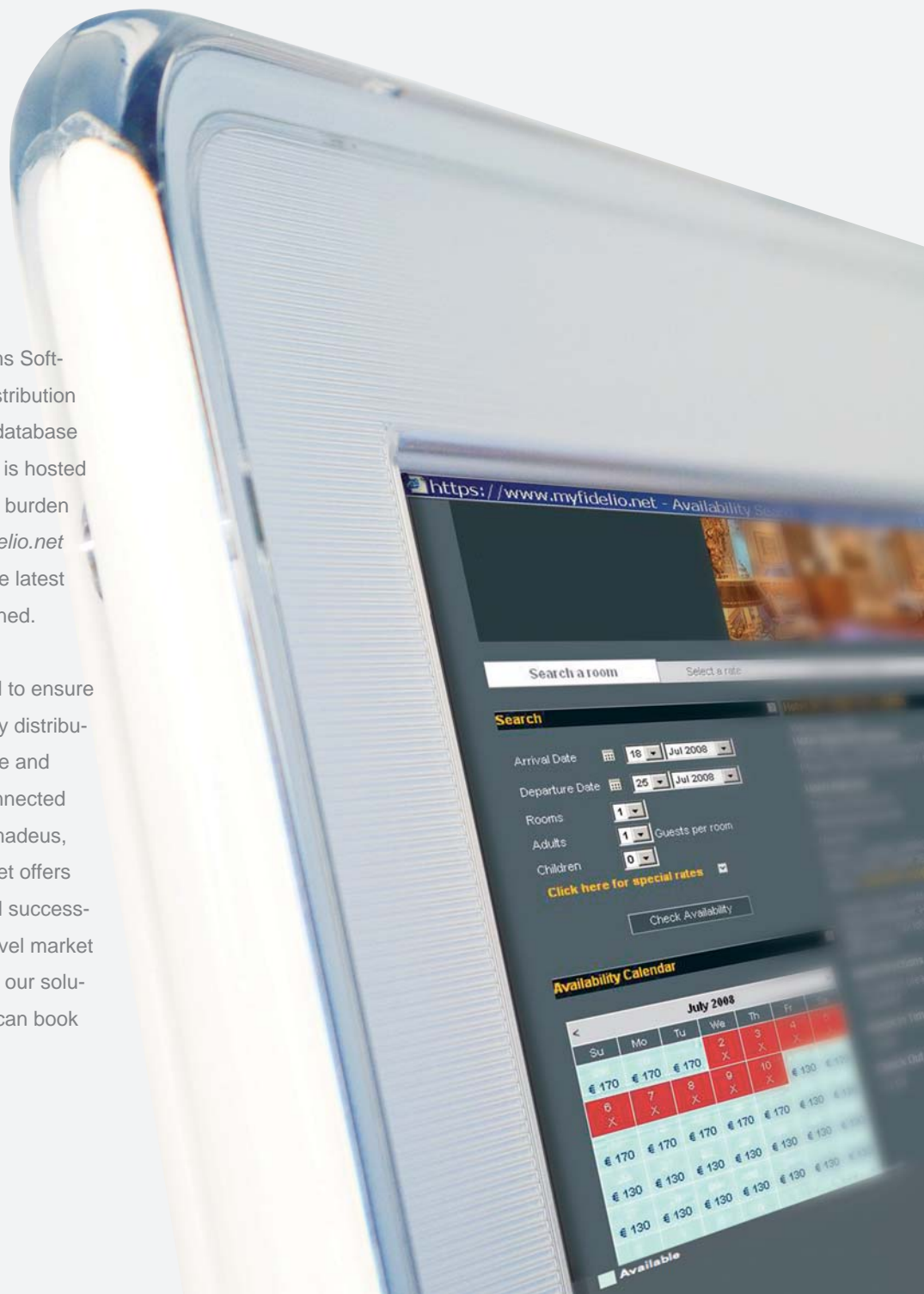
## myfidelio.net

### What is myfidelio.net?

*myfidelio.net* is part of the MICROS Systems Software suite and a service model for hotel distribution based on proven OPERA technology. The database and all other diverse technical architecture, is hosted by MICROS, leaving the hotelier free of the burden of costly licenses and hardware. The *myfidelio.net* business unit takes care of ensuring that the latest software version is being used and maintained.

In today's global market place it is essential to ensure that your hotel is well represented in the key distribution channels for your market place – Online and e-distribution is rising every year. Being connected to the global distribution systems (GDS) Amadeus, Sabre, Galileo, and Worldspan, myfidelio.net offers you the opportunity of presenting your hotel successfully on local, regional, and international travel market levels by making it easy to administer. With our solution, over 500,000 travel agency terminals can book your hotel.

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# mylink

## What is mylink?

For our customers who only require a quick, easy web-booking engine, we offer the mylink product.

*mylink* is an “out-of-the box solution” that offers a pre-designed user interface. It is customisable to the look and feel of the hotel’s website via an administration front-end.

### Main mylink features are:

- Request availability of rooms and rates for a single property or a group of hotels, either just by defining your group of hotels or by using the ability to offer queries based on city code.
- *mylink* comes either as a single property offering or as a chain booking engine.
- Request availability of promotions, allotments, and secured rates (private and corporate).
- Create, modify and cancel bookings online  
Multi-language set-up

*mylink* enables bookers to view both their current reservations and reservation history, check promotional rates and allow corporate and group guests to book using their negotiated rates or allotment codes. Profile registration allows guests to have their personal information retained directly in the *myfidelio.net* database for re-usage and allows registered customers to update their contact information and address details directly from the web.

With *mylink*, *myfidelio.net* offers you a simple way of integrating the booking mechanism directly into your website. *mylink* provides you with a pre-programmed reservation screen, which, can be customised in line with your existing website. *mylink* is available in numerous languages and offers flexible profile management. This means, that it is possible to define individual rates within the system on the basis of user registrations.

# GDS, ADS, Web bookings

Besides the four major GDS systems, *myfidelio.net* also connects your hotel with a large number of other important alternative distribution systems (ADS).

Altogether, it is possible to connect more than 100 booking portals to the system.

### **myfidelio.net offer: lucrative, cost-saving, secure**

The *myfidelio.net* provides easy to handle, integrated technology and reservation services allowing hotel operators to maximize on their sales & marketing activities.

- Empowering hotel operators gives you the ability to consolidate, control and distribute their hotel inventory in various sales channels from one single point of entry, either the *myfidelio.net* front end “myhotel” or via your PMS
- Provide direct access to the Global Distribution Systems (GDS) Amadeus, Sabre, Galileo and Worldspan and thus the international travel agency community
- Help build hotel revenue by enabling consumers to conveniently book hotel reservations online through the hotel's web site using our easy to configure *mylink* product
- Link to a number of important ADS travel websites (Alternate Distribution Systems) like Expedia, Hotelzon, Orbitz, etc.
- Provide detailed reports on reservation activity and interact with all MICROS property management systems (PMS) via a unique connector for up- and download of rates, inventory, restrictions, and blocks, making the daily update of data possible from one single point of entry, the PMS. You can control all of your online inventory in ONE place – (No more multiple extranets and complex close out chart)
- Manage inventory for group and allocation business with a unique block module which handles group reservations, negotiated and public rates, packages, cut-off dates, pick-up, etc.
- Exceptional customer care through our customer service teams across the globe.

**myfidelio.net** is the ideal solution for establishing a presence and being successful on today's travel market.

# Sophisticated management, differentiated data, optimum integration

## Customer Services and Training

*myfidelio.net* customer service focus is based on a proactive customer support and quality control of the hotels' data to ensure best practices are being met across the channels. *myfidelio.net* customer services include:

- Recommendations and best practices for data loading
- Customer support
- Quality control
- Static content integrity checks
- Training via the internet and through downloadable materials

roomrates

## Other myfidelio.net services available.

Central Commission Handling Central Commission Payment Services by Worldwide Payment Systems (WPS):

100% Customizable web booking engine via MyWebsite

MyWebsite is the offering for customers who want to build a fully customizable booking engine. Based on the OPERA Web Suite (OWS), MyWebsite is designed to support data transfer between a client application and *myfidelio.net*.

Your web agency can develop your website as per your requirements utilizing OPERA Web Suite technology to retrieve room availability out of *myfidelio.net*.

What does myfidelio.net cost?

- No license fee
- No additional hardware
- No costly installer time (only required if interfaces are in place)
- Affordable setup and maintenance fees
- Pay per transaction
- No minimum transactions required

rates

mylink web

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