



## TRX IS A LEADING, INDEPENDENT PROVIDER OF TRANSACTION PROCESSING & DATA INTEGRATION SERVICES TO THE GLOBAL TRAVEL INDUSTRY.

TRX transaction processing and data integration services include applications that automate and address specific needs across the travel lifecycle, including booking, ticketing, settlement, and reporting. Our services allow our clients to efficiently manage the activities associated with travel and travel-related transactions as well as the vast number of complex and dynamic data records generated by these transactions.

### **A WEB-BASED BOOKING TOOL THAT CHANGES EVERYTHING.**

RESX is an online, self-service corporate booking tool offering a user-friendly, Web-based interface for business travelers and/or their travel arrangers to book policy compliant air, car, and hotel reservations. TRX hosts the RESX application for its clients and their customers and provides access to the application through the Internet.

RESX builds on nearly 10 years of proven booking engine success and experience in travel. RESX's predecessor, RESASSIST, was one of the first online booking introduced to the industry in 1996. The solution leverages the robust, open-systems based Microsoft .Net infrastructure and utilizes Web services to interact with various ERP, HR, and expense reporting systems.

TRX sells RESX to corporations primarily through the RESX Distributor Program. The RESX Distributor Program includes many of the top travel management companies worldwide.

### **UNMATCHED EXPERTISE. UNPRECEDENTED RESULTS.**

TRX holds a leading market position in the global travel market:

- Processed over 81.4 million travel transactions and 130.0 million data records in 2005
- Reaching over 3,600 corporations with over 3.0 million registered travelers
- Receiving more than 1,000 distinct data input types from more than 250 sources in over 50 countries
- Maintaining contracts with five of the top six traditional and online agencies in the US (based on 2004 *Travel Weekly* data), as well as contracts with the top four online European travel agencies (based on 2004 PhoCusWright data)

### **BOOKING AT THE SPEED OF LIGHT.**

RESX includes robust features and functionality to support distributors, corporate travel managers, and travelers alike:

**More Inventory Options:** The RESX solution is able to pull inventory from all major Global Distribution Systems (GDSs): Amadeus, Apollo, Galileo, Sabre, and Worldspan – as well as GDS New Entrants (GNE) such as G2 SwitchWorks. The solution also searches and books consolidator sites, as well as carrier sites and inventory systems worldwide through its partnership with AgentWare.

**Flexible International Capabilities:** RESX provides features to support multinational accounts, including currency conversion, the ability to book flights directly through regional and international carriers, such as Air Canada, Ryanair, and easyJet, and the flexibility to set policy and system permissions by individual traveler, department, location, region, or country.





RESX provides language translations for all functionality, text, and help files in multiple languages.

**Faster Search Process:** RESX is the only booking engine that searches air, car, and hotel options simultaneously. Other booking functionality, including trip templates and automated approval processes, helps ensure travelers can make reservations quickly – in policy and according to company approval processes.

#### **Seamless Integration with Other TRX**

**Solutions:** The ability to integrate the TRX booking solution with other solutions further automates the transaction process, decreasing touch rates and lowering travel distribution costs for agencies as well as support costs for corporate accounts.

**Enhanced Customization Options:** A majority of the RESX company sites are private-labeled using company-specific branding and messaging. RESX Distributors are able to customize their corporate customers' logos, screen color preferences, messages, and field labels without TRX programming support.

#### **OUTSOURCE AND GET MORE.**

By outsourcing online booking services to TRX, clients achieve the following

- Increased strategic focus and flexibility
- Cost reductions and cost avoidance
- Converts clients online booking costs from a fixed to variable cost structure
- Ensures long-term technological growth and innovation without large capital expenditures

## RESX CASE STUDY

**PROBLEM:** A Fortune 500 company wanted to switch its online booking engine tool in order to support its global travelers more effectively, increase adoption rates, and receive better customer support.

**SOLUTION:** Based on the results of a competitive bid process and third-party analysis, the Fortune 500 company selected RESX, crediting its flexible Microsoft .Net infrastructure, the solution's real-time profile exchange capabilities, and the strong performance of the TRX client services team.

**RESULTS:** In less than 50 days, TRX implemented the RESX solution for this multinational client in the United Kingdom, Ireland, Germany, Costa Rica, and United States on two GDSs. The self-service reservation solution supports over 32,000 travelers and handled 30% more transactions than originally forecasted after the first three months of use. The companies continue to add international locations to the solution to support this client's global operations.



**For more information, please visit [www.trx.com](http://www.trx.com)**

