

# tramada®

Secure technology platform for travel businesses.

A background image showing a city skyline at night with several bright lightning bolts striking the sky. The city lights are visible in the foreground, and the lightning bolts are prominent in the dark sky.

## PROTECT YOUR BUSINESS AND DATA

tramada® is offered via Software as a Service (SaaS) - enabling anyone with a browser and an internet connected device access to its protected travel booking and management reporting solution. tramada® is secure, scalable, proven and resilient.

### Secure

Security has become an increasing priority for the industry as corporations are obliged to ensure the robustness of their entire supply chain. This is particularly critical in the area of data privacy and security. tramada® has passed rigorous examinations offering our solution as a Payment Card Industry Data Security Standard (PCI DSS) compliant environment.

The PCI Standard is mandated by the major card brands and administered by the Payment Card Industry Security Standards Council. The standard was created to increase controls around cardholder data, including encryption, to reduce credit card fraud. Sensitive data such as credit card details and passwords have always been encrypted in tramada® however additional steps have been undertaken to ensure a fully compliant environment. Access to pages containing sensitive information (such as credit card data) is logged for examination in case of suspected fraud or security breach. Tramada Systems is classified as a service provider and undergoes annual penetration testing by leading independent security services provider, Datacom Technical Security Services (TSS), as part of the standard.

tramada® has additional security access controls that can be activated by travel businesses that are configurable by user type based on internet address (IP range). For example consultants may only be able to access the system from the office workstation but the managers can also log in from their homes. tramada® also employs 2FA (two factor authentication) configurable to the user level.

2FA refers to the two factors required to gain access. These are something you know i.e. password; and something you have i.e. time based access code generated on a phone.

Tramada Systems uses the guidelines for secure coding provided by the Open Web Application Security Project (OWASP) which is the de-facto standard on security best practice. Tramada developers attend Secure Application Development Workshops to ensure we remain abreast of best practice.

### Business Continuity and High Availability

tramada® is hosted in multiple geographical locations with mirrored servers and databases. The hosting facilities are carrier-grade and secured by physical and electronic passkey measures. Facilities are monitored 24/7 with failures handled within seconds by switching to the alternate facility. In addition, backups are done daily and archived to a third location.

Constant monitoring provides alerts on system performance and availability. If needed, system resources are added pro-actively as system usage grows. By managing our own IT environment, from hardware to the application layer, Tramada Systems has full control over capacity planning and performance tuning to the benefit and specific usage requirements of our clients.

Currently tramada® processes over a million bookings per month and services 50,000 corporations for our clients.

## Data Integrity

Any system is only as good as the quality of the data that goes in. Tramada Systems is the leader in travel booking automation. Process automation reduces manual data entry and consultant touchpoints which in turn reduces risk of data entry errors. An independent financial data integrity audit has been conducted by a global professional services organisation to ensure integrity of posting data from input, throughout the system to invoices, other financial documents and output to the General Ledger.

tramada® integrates with multiple GDS and content providers automatically pulling data into the tramada® system. Data filtering and integrity checks as the data is being downloaded into tramada® catches errors before they have financial consequences.

Booking ledger and bank balance reports are part of the standard reporting suite, providing tools for agencies to monitor financial data and identify errors and anomalies in data that may need correcting. Drill down from all reports to underlying system data in real-time makes this process quick and easy.

## Scalable Software Platform

It's important that the software platform can grow in functionality and scalability to meet the growing needs of a successful business. Tramada Systems has an iterative product release cycle based on agile software development best practise. With an average eight week release cycle the product is constantly enhanced with new features and maintenance updates. This means our product stays ahead of the market and is responsive to our clients' needs.

Being Software as a Service (SaaS) designed around open source software, tramada® is able to dynamically scale to manage growing transaction demands. Our scalable Java enterprise technology stack utilises well established and proven open source software such as JBoss application server, MySQL

database, Apache CXF web services framework, Spring, Hibernate, to name a few.

tramada® integrates seamlessly with a number of partners to deliver rich functionality, from content integration with Expedia, Qantas Holidays and others, to no touch GDS agnostic process automation, as well as integration with multiple Online Booking Engines (OBEs) such as AeTM, Serko and Concur Travel. Tramada Systems takes care of the heavy lifting to give our clients the power and flexibility to tailor the application to suit individual business needs.

All enhancements to the system pass through test, staging and preview environments before release to production. Each enhancement is tested by the Tramada Systems testing team before approval for inclusion into a release; system components are also subject to automated regression testing in a continuous build environment to ensure compatibility and interoperability.

## Change management

Tramada Systems understands implementing new technology can be challenging and has developed a formally documented and proven on-boarding process where our dedicated implementation team partners with each agency to achieve a successful installation. This process involves data and workflow analysis, workflow creation and training followed by a series of health checks after 5 and 10 weeks. Optimisation workshops are held once the client has become proficient.

Clients are supported from our local support desk staffed by experienced travel industry professionals who are experts in the tramada® technology. When help is needed we know how our clients' business works and ensure the issue is solved rapidly so interruption is minimal. Clients can speak to a person directly or log queries themselves any time, from anywhere and interact with our support system directly for transparency of progress and efficient issue resolution.

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