

## TRAVEL TECH PROVIDER DETAILS FOR proQuest Computersysteme GmbH



**COUNTRY** Germany  
**CUSTOMER SEGMENT** Corporate, Leisure  
**REGIONS** Europe

### DESCRIPTION

proQuest provides customizable standard products for booking and fulfillment of scheduled flights for consolidators, tour operators and cruise companies. The top five German tour operators use airQuest as their flight fulfillment module. Our main product airQuest focusses on automation for ticketing, rebookings, cancellations, payments, invoices and queue-based operations. The "automation studio" module allows the user to set up customized PNR sorters and workflows. airQuest's crew automation automatically books seamen regarding to cruise company's rules. It is able to combine multiple oneways and take approx. 50 additional criteria into consideration in order to find the perfect flight schedule for the crew member. Our IBE has been developed by the leading five German consolidators and books flights and ancillaries in a B2B and B2C version. Our so-called "washing machine" optimizes tariffs before and after ticketing. It is able to rebook to different airlines.

### CORE SERVICES

Aggregator	<input checked="" type="checkbox"/>	OBE/IBE	<input checked="" type="checkbox"/>	Front Office	<input checked="" type="checkbox"/>
Mid Office	<input type="checkbox"/>	Back Office	<input type="checkbox"/>	Payment Service	<input type="checkbox"/>
Dynamic Packaging	<input type="checkbox"/>	Duty of Care Provider	<input type="checkbox"/>	Cache Provider	<input type="checkbox"/>
Flight Reservation System / Inventory	<input type="checkbox"/>			Profile Management	<input type="checkbox"/>

### FUNCTIONALITIES

Searching:	Yes	Booking:	Yes	Pricing:	Yes
Ticketing:	Yes	Refund:	No	Exchange:	No
PNR/Order Cancellation:	Yes	Branded Fares Display:	Yes	Void:	No

Ancillary Services: -

Yes - available

No - all functionalities available via SPRK web access

Dev - in development

### CONTACT DETAILS TRAVEL TECH PROVIDER

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Otherwise, your personal Lufthansa Group airlines contact will help you quickly and proficiently.

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