AGENDA HIGHLIGHTS

BUSINESS

How to ramp up business by taking on Online Travel Agents

CONNECTIVITY

Why channel managers and rate parity are our golden keys to the future

DISTRIBUTION

License free trade and consumer websites for Tourplan users

EFFICIENCY

Utilities, techniques and new features designed to make life easy

NEWS

The story behind Tourplan winning an international award alongside Cisco, Google, IBM, McAfee, Microsoft and Red Hat
TODAY’S PRESENTATION
09.00 – 12.00

TOURPLAN DIRECTIONS - PETER TRUMIC
PRODUCT ROADMAP - JOHN SNELLING
MORNING TEA & COFFEE BREAK
ONLINE SERVICES - NICKI PAGE
HERE AND NOW - CRAIG GRAY
REGIONAL FOCUS
PANEL DISCUSSION

AUCKLAND
SYDNEY
KUALA LUMPUR
HO CHI MINH CITY
CAPE TOWN
JOHANNESBURG
LONDON
DUBLIN
SAN JOSE, CR
LIMA

19th August
20th August
2nd September
4th September
8th September
9th September
11th September
15th September
16th October
17th October
Tourplan was founded in 1986 in New Zealand. Since then Peter has travelled the world building the organisation of five offices and 70 people that make up today’s Tourplan team of experts.

Quality in everything, trust, and longevity of relationships have been the philosophical cornerstones on which Peter has developed Tourplan. The challenge and opportunity of ‘the new’, along with a love of travel, culture and people are his personal platforms of success.

Peter has a Bachelor’s degree in Physics, and a Master’s degree with honours in Computer Science from the University of Canterbury. He is married with two children and enjoys fly fishing, playing social football and golf.
JOHN SNELLING
DIRECTOR OF DEVELOPMENT

John joined Tourplan as a software developer in 1987. He now holds the position of Development Director managing the central and outsourced development and technical services teams. He has a deep technical and practical knowledge of the Tourplan product range.

John completed an MBA in 1995. His thesis was based on the impact on tourism distribution channels through dis-intermediation and re-intermediation phases expected from the then new phenomenon – the World Wide Web.

John has travelled extensively, spending time in Europe, the Middle East, Africa and Asia. Outside of work he is an active hockey player, has a keen interest in cars and in supporting his two teenage boys’ various pursuits.

PRODUCT ROADMAP

Highlights of the overall product direction - delivering Tomorrow Today

YOUR NOTES:

KEY PRESENTATION POINTS

• Our development philosophy and strategy
• Core system enhancements
• Supplier Connectivity – Evolving Tools and techniques to leverage the platform we have developed over the past 2-3 years
• Product Distribution – Enhancements in our distribution toolset
• Technology – Regeneration of the back office application into a browser based, touch enabled application and the additional opportunities that will offer
Nicki took up the position of Online Services Manager for Tourplan in 2012. Prior to this she held a range of management, teaching, and project roles in the tertiary education sector, with specialisations in Information and Communications Technology, eLearning, Information Services and Learning Support.

Based at Tourplan’s head office in Christchurch, Nicki looks after a team responsible for the company’s central software, hardware, information and web related infrastructure and resources.

Nicki lives with her husband and teenage son on a 10 acre lifestyle block on the outskirts of the city. Her passions are dressage, family, friends and tennis.

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YOUR NOTES:

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KEY PRESENTATION POINTS

• Support – A major focus for Tourplan
• Online Services – initiated in 2012
• myTourplan – launched in 2013, award winners in 2014
• Services and resources – where next?
Here and now

Automated end-to-end bookings with dynamic rates and instant confirmation

Your notes:

Key presentation points:

- New Tourplan back office features this year
- Supplier Connectivity
  - How it works
  - 3 leading global channel managers available now
  - More hotel and non-hotel connections
- Putting it all together through online distribution
  - Trade and consumer websites selling connected supplier products
  - Dynamic and contract rates on the same web page—you decide!

Craig has 20 years’ experience in the Travel Technology industry spanning Europe, Africa, S.E. Asia, Latin America and the South Pacific. He is a principal architect in the development of Tourplan regional offices in the UK, South Africa and Latin America, having held positions of managing director in both the UK and South African Tourplan offices.

Since returning home to New Zealand in 2008, Craig heads up the Asia Pacific region with a key focus on sales, marketing and customer relationship management.

Craig holds a degree in Commerce, is a keen multi-sporter, skier and fixed wing pilot (when family time permits).
Gill Townsend  Managing Director – Tourplan Europe

Gill started in the Travel industry 32 years ago, initially working in the inbound tourism sector focusing on accounts and systems implementation. In April 1994 she joined the Tourplan European team as a support and training consultant, moving to the role of General Manager in 2003, and subsequently heading up the office as Managing Director from 2006. As a London commuter, Gill’s passion outside of the workplace is taking time to focus on her home and garden, enjoying the beautiful Chiltern countryside, as well as the occasional rock festival.

Leigh Ingle  Managing Director – Tourplan Africa

Leigh’s involvement in the IT industry began in the mid 80’s when he built his first PC from scratch. He holds a Bachelor’s degree in Commerce with a major in Business Information Systems. Leigh joined Tourplan in 1995 and in 1998 took over the management of the Tourplan Southern Africa office. Under Leigh’s guidance the office has expanded operations into Eastern Africa and the Indian Ocean Islands. Leigh is married to Zelda and has two sons. Interests include scuba diving, photography, and Karate.

Steven Chew (Chew Kar Hing)  Regional Head – Tourplan Asia

Steven first began working in the travel industry in 1992 when he accepted a role as the IT Manager for Mayflower Acme Tours. After almost four years with the company Steven left Mayflower to briefly take up a position with the United Overseas Bank in charge of their programming Team. From there he was invited to join the newly-established Tourplan regional office in South East Asia which he has been managing since 1998. When not at work Steven is involved with his local Church, and is deputy chairman for his local political party electorate office.

Juan Pablo Cruz  General Manager – Tourplan Latin America

Juan Pablo originally qualified as a computer systems engineer and has worked in the tourism industry since 1995. His introduction to the Tourplan system was in 1996 when he began working for Costa Rica Expeditions. After gaining substantial experience as an end user he took up a role with Tourplan in 2003, establishing and heading Tourplan Latin America. Juan Pablo is married to Jenny and has a young daughter. Apart from spending time with his family his interests include squash, poker and enduro/dirt bike riding.