

PEAKWORK

PARTNER CONNECT

Breakout Session Tour Operator

Peakwork Product Team



Dominik Panke
VP Technology & Product



Uli Zimmermann
Senior Product Manager



“Jogi” Szlachcic
Lead Solution Architect



PEAKWORK
PARTNER CONNECT

From Box to Platform

Peakwork Box

Focused on offer
composition & tailoring

Core Elements

Booking codes, global types,
extras, handling fees

Moving Forward

Modular dynamic
packaging bookings

Build for Tour Operating

nextTOs | Studio

**Packaging, Fulfillment,
Inventory, Selling & Scaling**

Why nexTOs Studio?



Distribution Leverage

Tap into Peakwork's robust OTA network, cache-based search, and CRS integrations like Sabre and CETS & other export formats



Platform Strength

Utilize our proven cache and connectivity infrastructure to form the ideal foundation for your complete tour operator journey



Strategic Control

Position nexTOs Studio as the central source of truth by becoming the master holder of all booking records

Vision for nexTOs

Full Service

Enable upsells, options, and pre-/post-booking services

System Independence

Minimize reliance on external booking systems

Standard Reference

Guide future customers with proven implementations

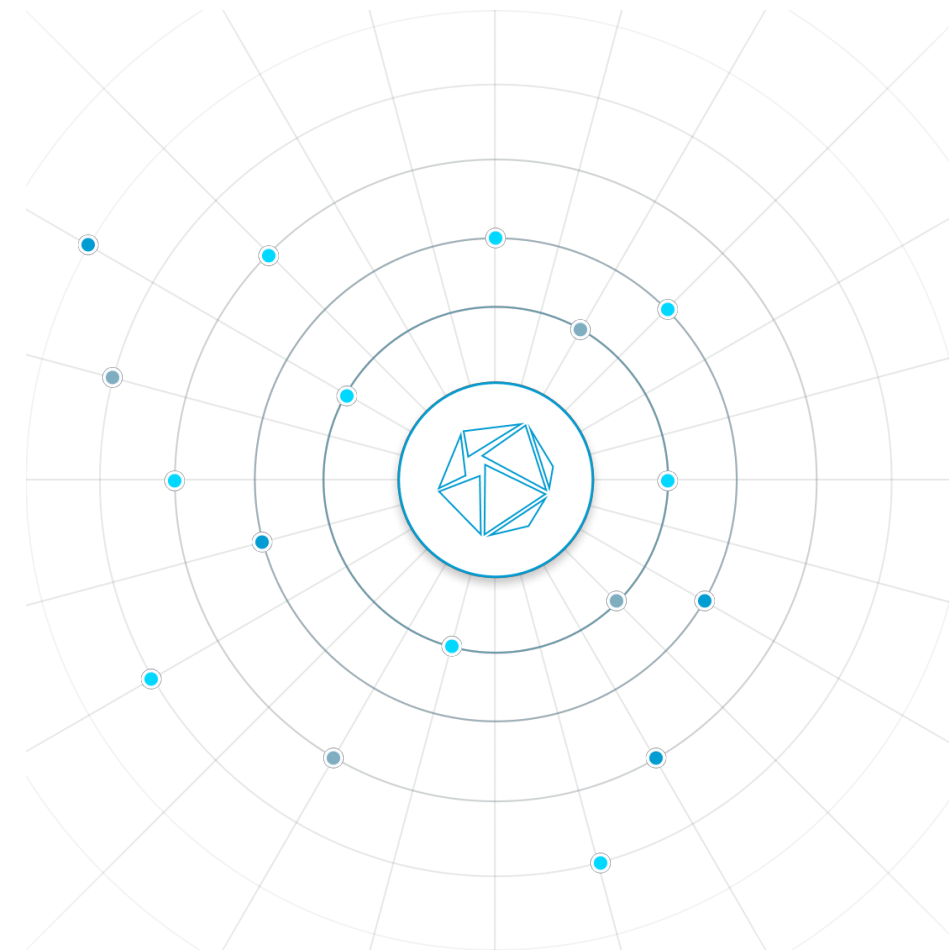
Expanding into the nexTOs Platform

Platform Shift

Move from Peakwork Box to Peakwork Platform

Unified Records

Combine booking records for flights, hotels, and extras



Lifecycle Ownership

Handle creation, modification, and fulfillment in one place

Full Control

Manage customer requests and supplier conditions

Scenario Ready

Support advanced fulfillment and complex service needs



PEAKWORK
PARTNER CONNECT

Built from the Tour Operator's perspective

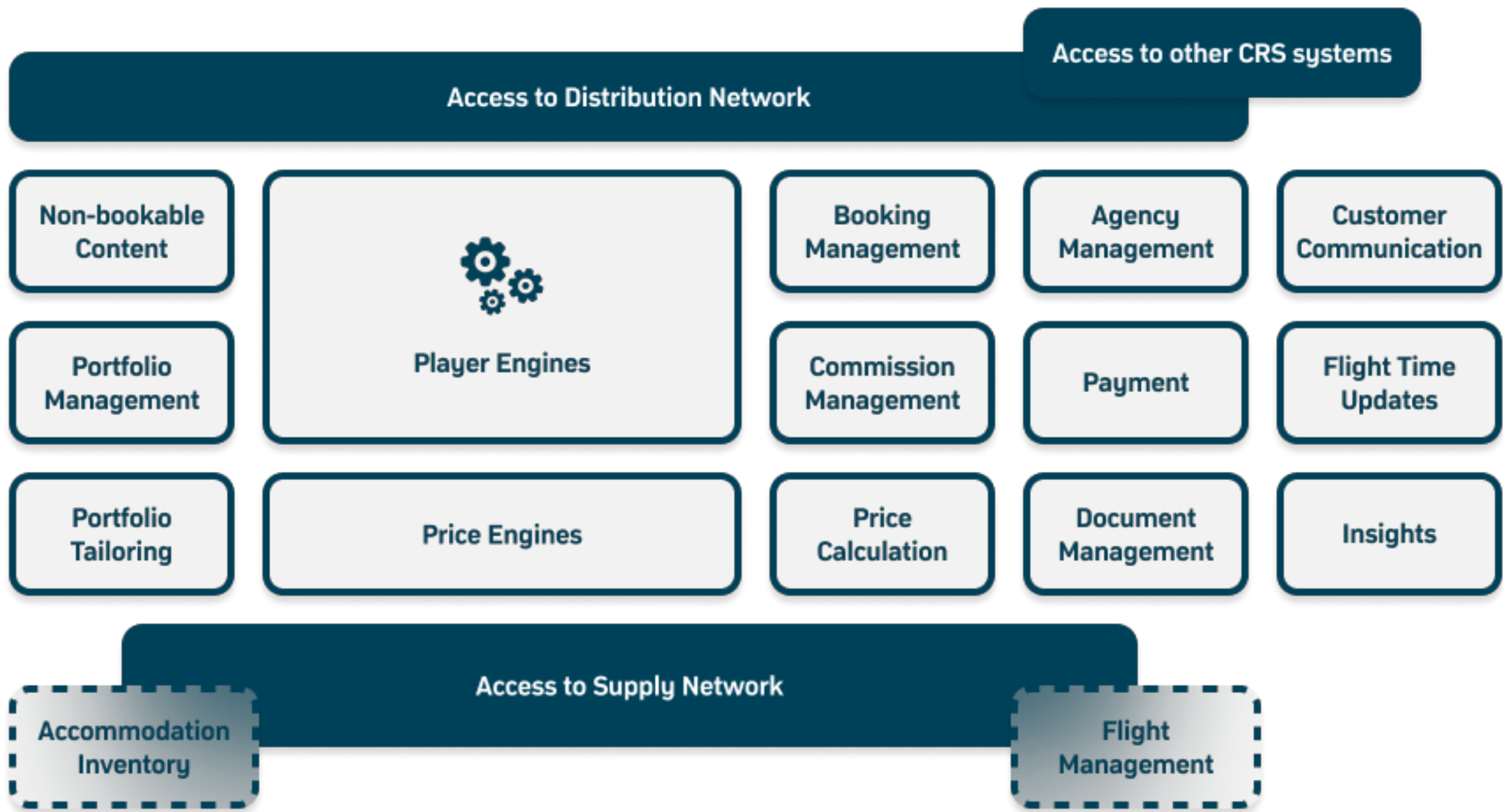
Full journey — from offer creation to fulfillment

Key Modules – First things first

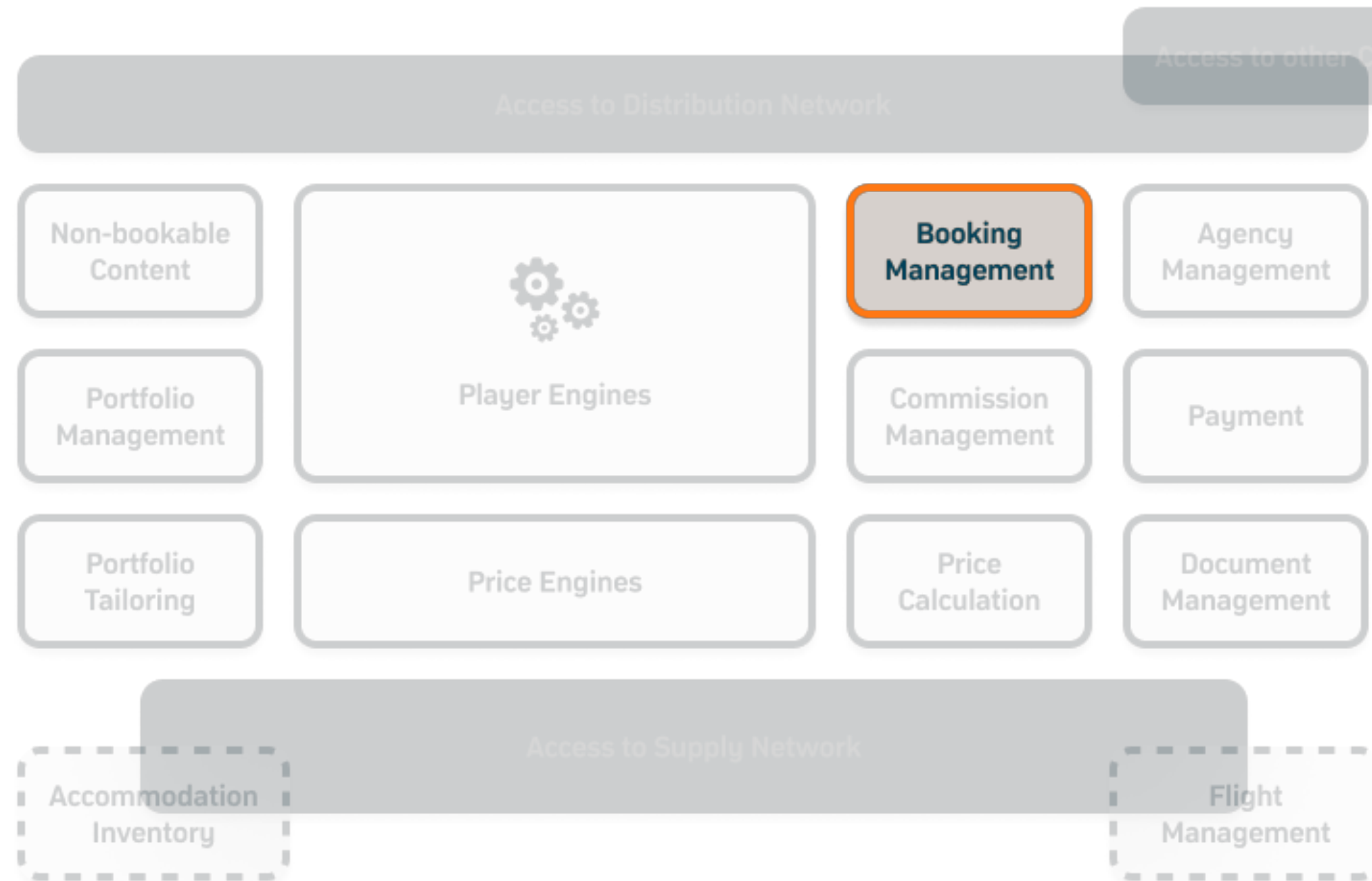
- › Agency/Commission
- › Payment
- › CRS Integration
- › Documents
- › Communication, Tasks

 Pilot customers on board

nexTOs Modules



nexTOs Modules



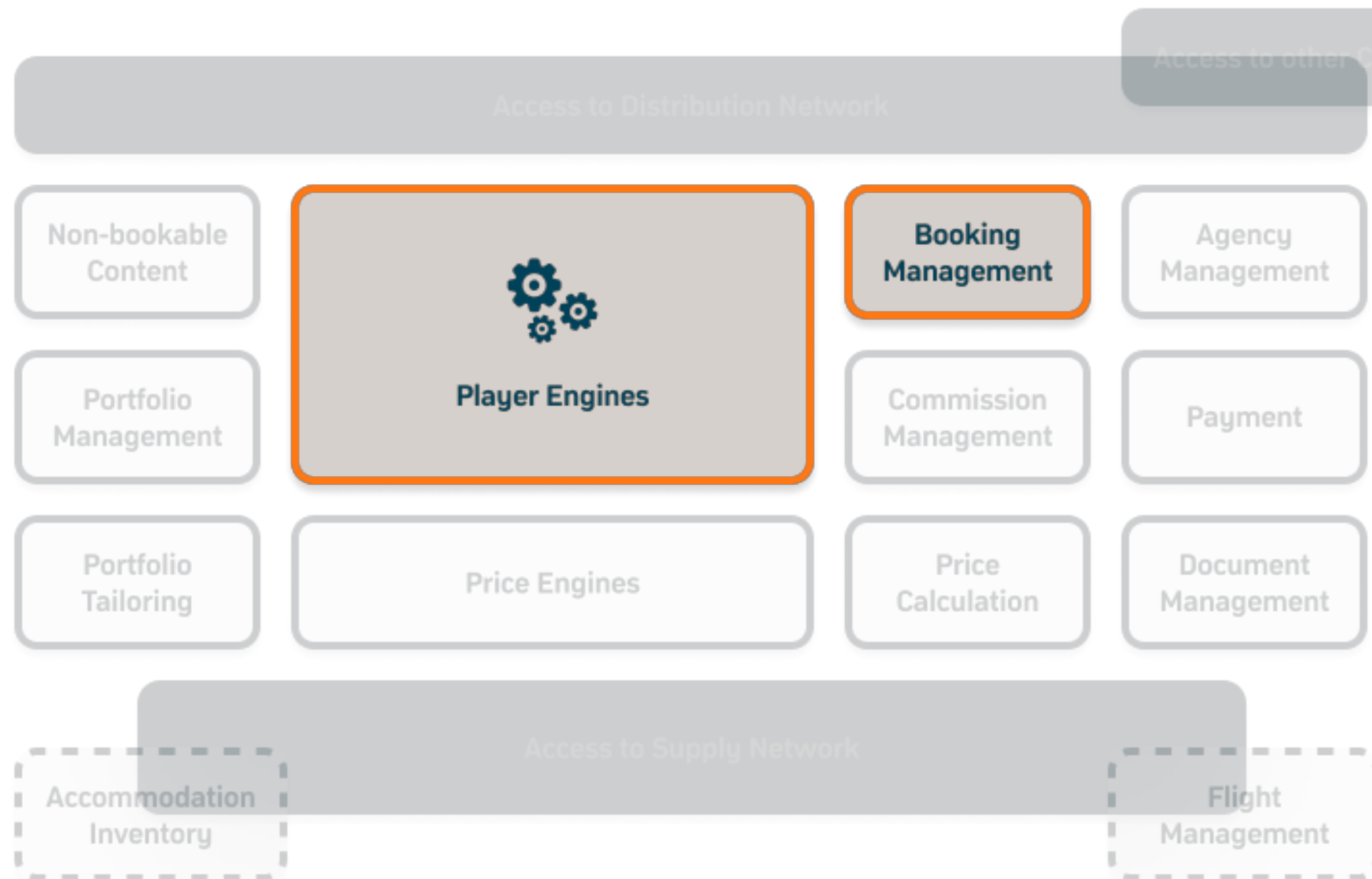
Booking Management

- › Smart booking management: before, during & after the booking
- › Component-based replacement and upsell (e.g., hotel, flight)
- › Real-time upselling & change options
- › Historical tracking of modifications
- › Configurable goodwill & rule logic
- › Fully integrated service processes
- › Ancillaries upsell platform



PEAKWORK
PARTNER CONNECT

nexTOs Modules



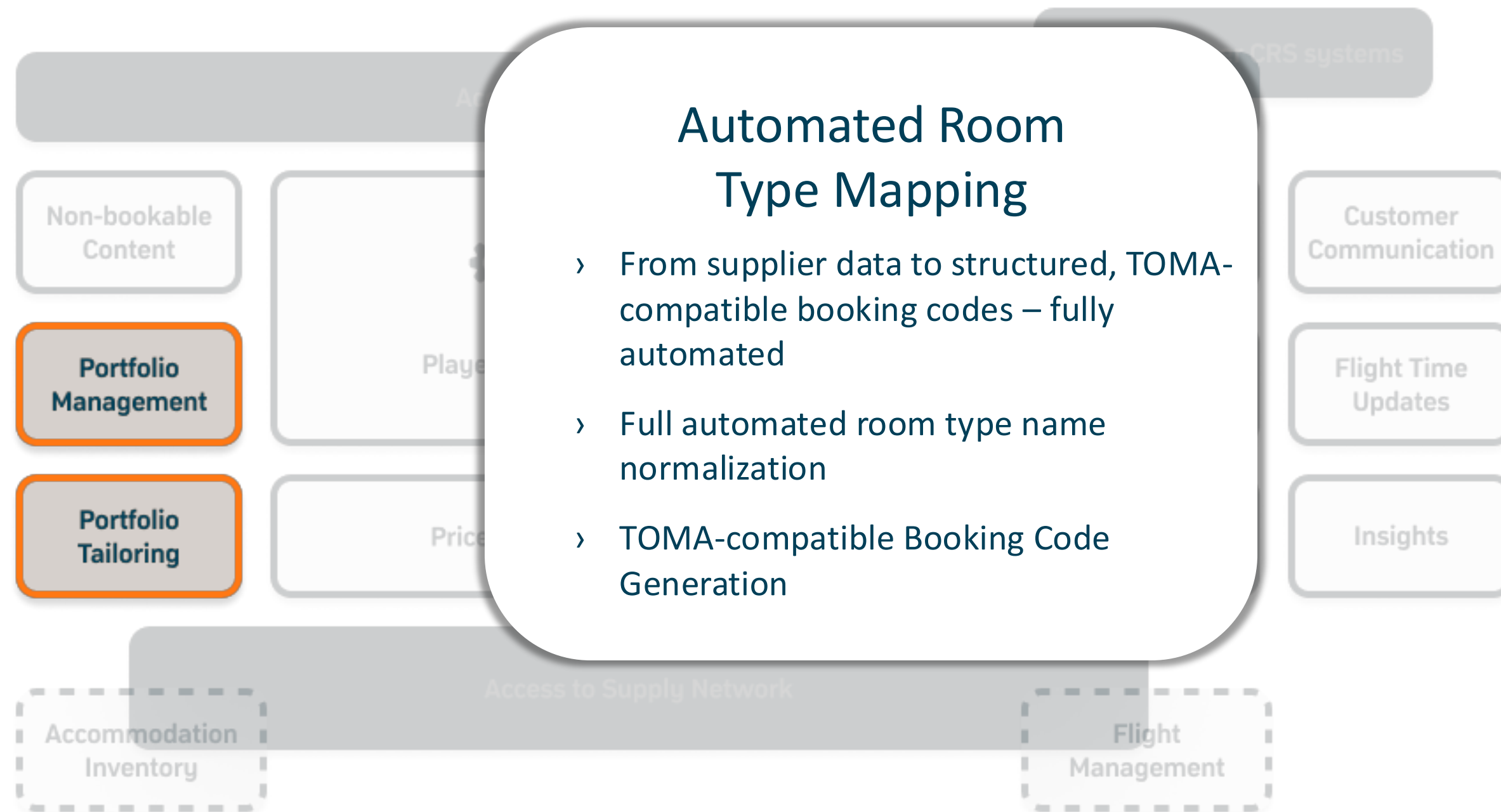
Alternative Search

- › Search for alternative flights, hotels, or room types
- › Directly within an existing booking
- › Integrated availability check and live pricing
- › Fully integrated into booking modification workflows
- › Replacement component



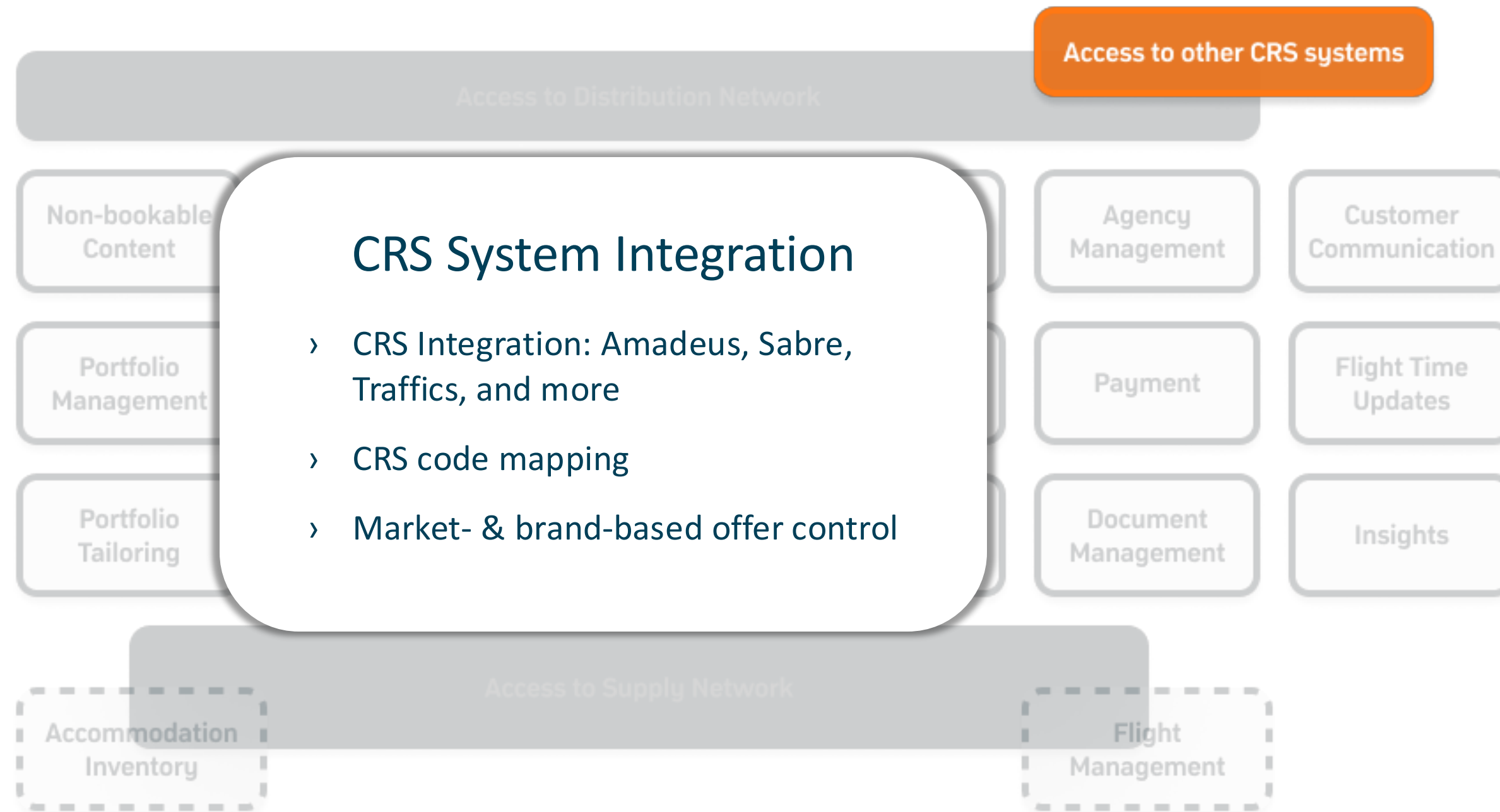
PEAKWORK
PARTNER CONNECT

nexTOs Modules



PEAKWORK
PARTNER CONNECT

nexTOs Modules



PEAKWORK
PARTNER CONNECT

nexTOs Modules

Document Management

- › All Documents. Fully Automated.
- › Booking confirmation, insolvency certificate, ATOL, cancellations, travel docs
- › Market- & product-specific rules (DE/UK)
- › Templates per brand & language
- › Output as PDF, HTML, email
- › Archiving & versioning with traceability

Access to other CRS systems

Non-book
Content

Portfolio
Management

Portfolio
Tailoring

Accommodation
Inventory

Agency
Management

Customer
Communication

Payment

Flight Time
Updates

Document
Management

Insights

Flight
Management



PEAKWORK
PARTNER CONNECT

nexTOs Modules

Payment Integration

- › Smart Payments with Datatrans, Adyen & More
- › Multichannel with same payment implementation (B2B/B2C)
- › PCI-compliant on each step
- › Enabler for additional payment forms (ApplePay, GooglePay, PayPal, ...)
- › Automated logic for reminders, refunds, partial payments
- › Currency rates, fees & margin rules integrated
- › Booking-linked transaction overview

Access to other CRS systems

Non-bookable
Content

Portfolio
Management

Portfolio
Tailoring

Accommodation
Inventory

Agency
Management

Payment

Document
Management

Flight
Management

Customer
Communication

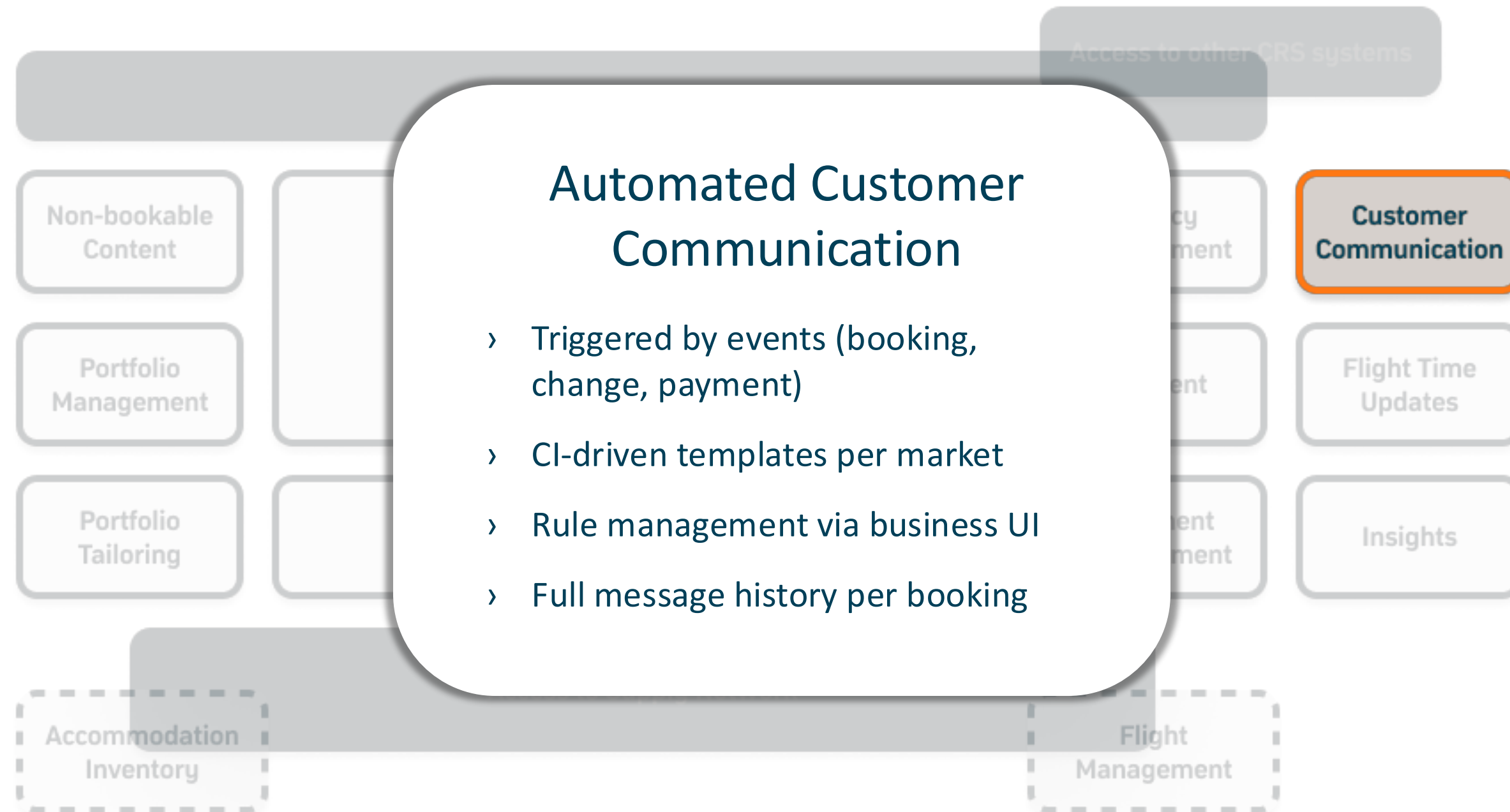
Flight Time
Updates

Insights



PEAKWORK
PARTNER CONNECT

nexTOs Modules



PEAKWORK
PARTNER CONNECT

nexTOs Modules

Flight Time & Task Management

- › API-based flight schedule monitoring
- › Automatic task creation in case management
- › Triggered communication to customers
- › UI-supported task workflows
- › SLA tracking & reporting included

Non-bookable
Content

Portfolio
Management

Portfolio
Tailoring

Accommodation
Inventory

Access to other CRS systems

Policy
Management

Content

Content
Management

Flight
Management

Customer
Communication

**Flight Time
Updates**

Insights



PEAKWORK
PARTNER CONNECT

Get in touch with us!

sales@peakwork.com



PEAKWORK
PARTNER CONNECT

