



ORBITZ[®]
WORLDWIDE

Building An OTA With SaaS Building Blocks

SaaScon 2010
Ed Bellis VP, CISO

DUNC LLC

GORP Travel

trip.com

orbitz.com

orbitzgames.com

hotelclub

RBS Rewards



SWA Hotels

msn.orbitz.com

cheaptickets

ebookers

rates2go

travelercare

Orbitz for Business

The Away Network

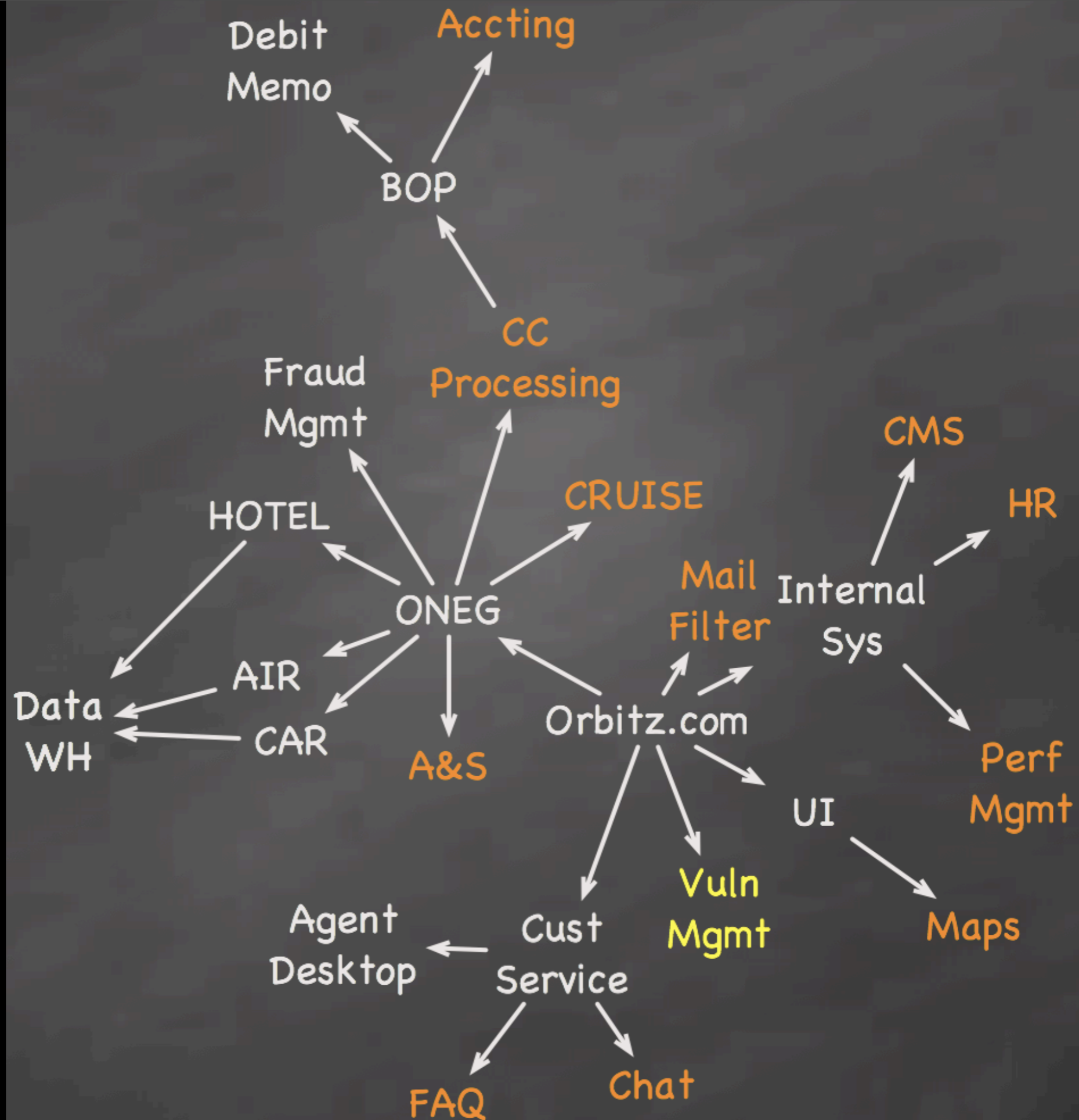
Building an Online Travel Agency

Focus on the Core



Chalk It Out

Orbitz IOI



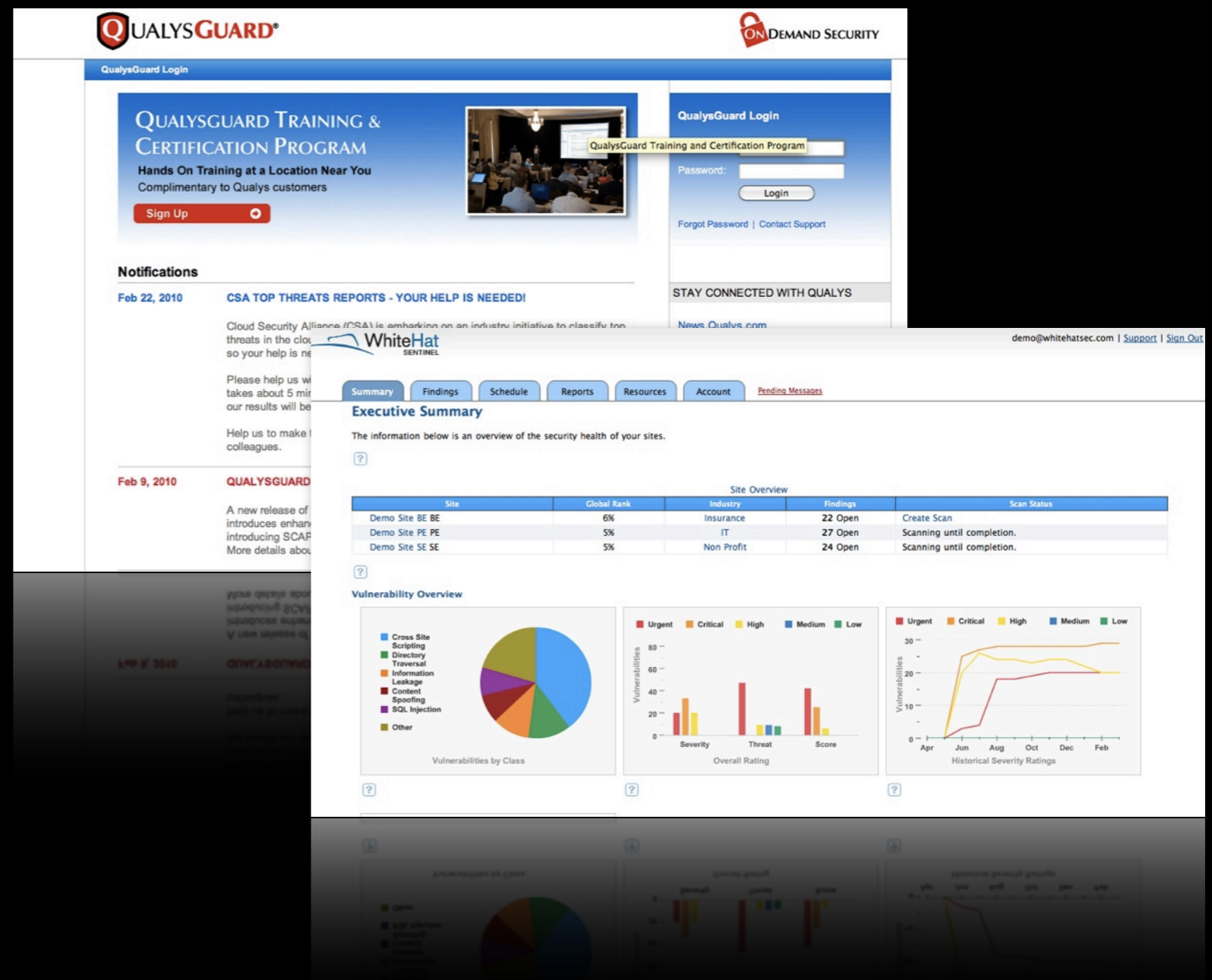
Vulnerability Management

Vitals

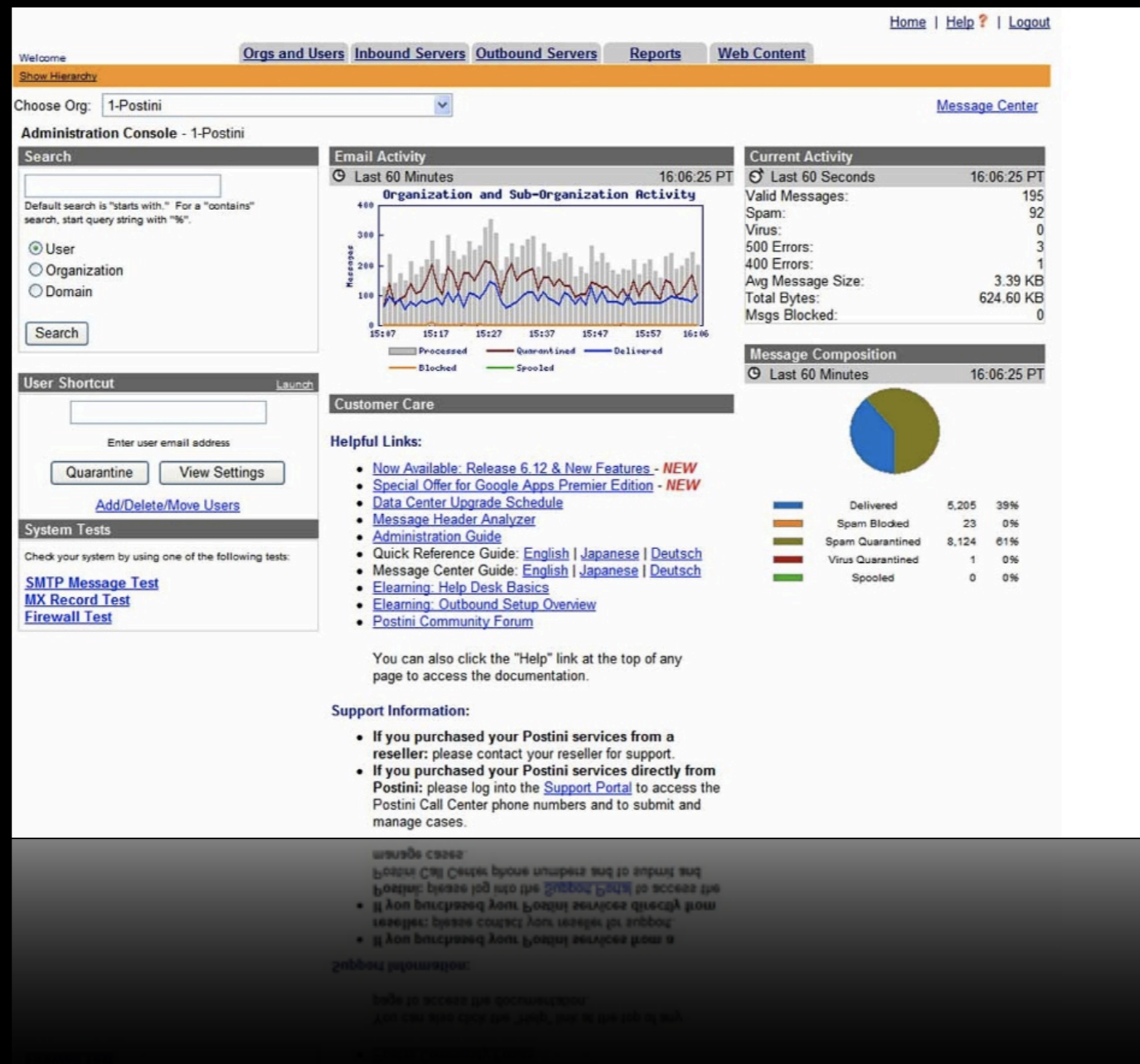
SaaS + OTS +
Manual (Hybrid)

Cover All Sites
Globally

Cover 1000's of
Servers & Multiple
DCs



Mail Filtering



faq.orbitz.com

FAQs Across Multiple
Platforms & Languages

Issue Tracking & Workflow


Email Tracking

The screenshot displays the Orbitz Online Customer Support page. At the top, the Orbitz logo is on the left, and navigation links for "My Trips", "My Account", "Traveler Update", and "Customer Support" are on the right. A "NO FEES" badge is visible. Below the header is a navigation bar with links for "Quick Search", "Vacation Packages", "Hotels", "Flights", "Cars & Rail", "Cruises", "Activities", and "Deals". The main heading is "Orbitz Online Customer Support: Ways to Receive Help".

The "Most Popular Answers" section lists 12 frequently asked questions, such as "Will I be charged a fee for checked bags and meals?" and "What is the TSA's Secure Flight Program?". A link for "More answers" is provided. To the right, a search bar is labeled "Search FAQs" with a "Keyword or Phrase" input field and a "Search" button. Below the search bar is a "BBB Accredited Business" badge showing an "A+" rating.

The "Ask a Question" section includes a form with fields for "Subject", "Category" (set to "All"), "Your E-Mail Address", and "Confirm your E-Mail Address". It also has a "Currently residing / traveling outside the US & Canada?" checkbox with "Yes" and "No" options. A note states "* Denotes a required field." The bottom of the page features a "Travel Insurance" section with a link to "Buy travel insurance".

cruises.orbitz.com



Welcome to Orbitz [Sign in](#) | [Register now](#) | [Site feedback](#)
[My Trips](#) | [My Account](#) | [Traveler Update](#) | [Customer Support](#)

[Quick Search](#) | [Vacation Packages](#) | [Hotels](#) | [Flights](#) | [Cars & Rail](#) | **[Cruises](#)** | [Activities](#) | [Deals](#)

Destination:

Cruise Length:

Departure Month:

Day:

Additional Search Options

Cruise Line:

Cruise Ship:

Departure Port:


Help us find you discounted cruises. [About special rates](#)

Check to see if you qualify for a senior, resident, or past guest discount:

Your Zip Code:

☐ Someone traveling is 55 or older


☐ Someone traveling has cruised before



CRUISE EXPERTS AVAILABLE 24/7

Book online or call – same great prices!

1-888-656-8184



Spring cruise clearance

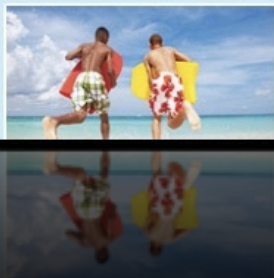
Free spending, balcony upgrades & more!

ENDS SOON

Top Cruise Deals

	From*
Spring Cruise Clearance - Free spending, upgrades & more!	\$169
Royal Caribbean - Free Spending! Last-minute savings & more!	\$169
Norwegian Cruise Line - 3-DAY SALE! FREE Spending!	\$139
Carnival Cruise Lines - FREE Upgrade! Up to a \$120 Value!	\$129
Last Minute Cruises - Save up to 75%!	Save!
Quick Getaway Cruises - Free onboard spending & more!	\$129
Baja & Mexican Rivera Cruises - FREE Upgrades & more!	\$154
Celebrity Cruises - Up to \$100 FREE Spending!	\$229
Caribbean Cruises - Sail from \$40/Night, Free Upgrades & more!	\$129
Disney Cruise Line - Up to \$75 FREE Spending!	\$299

[See All Cruise Deals](#)



Last-minute deals at sea

Clearance cruises from \$189

Save up to **75%**

12%

Clearance cruises from \$189

Last-minute deals at sea

Attractions & Services

Sports, Concert, Theatre
Online Exchange Platform
Golf Tee Times


The screenshot displays the Orbitz website interface. At the top, there's a navigation bar with links for 'Event tickets home', 'Sports tickets', 'Concert tickets', 'Theater tickets', 'Tickets by Cities', and 'Customer service'. A search bar is prominently featured with the text 'Search' and a 'Find tickets' button. Below the search bar, there are sections for 'Orbitz recommends' (listing various sports and concert tickets) and 'Sports' (listing specific sports teams like NY Yankees, Cleveland Cavaliers, and St. Louis Cardinals). The main content area is titled 'GOLF' and features a 'Featured Golf Destinations' section with links for Arizona, California, Hawaii, Bullhead City, Flagstaff, Lake Havasu, and Payson. The 'Sun City Riverview' golf course is highlighted as the 'Featured Course'. A detailed reservation form for Sun City Riverview is shown, including fields for 'Region' (Arizona), 'Area' (any area), 'Date' (Mar 24, 2010), and 'Time' (6:00 am). The form also includes a 'Search' button and a 'Golf Course Map' section. To the right of the reservation form, there's a 'Golf Course Info' section with details about the course, including the number of holes (18), designer (1970), and year built (1970). A 'Tee Time Reservations' section is also present, with a 'Book Tee Time Specials at the Top Golf Courses!' banner. The bottom of the page features a 'Featured Courses' section and a 'This Week's Top Deals' section. On the far right, there's a vertical banner for 'TICKETS TO THE TOP SPORTING' with an image of a golfer.

Chat

Customer Assistance, Bookings
(new & existing), Inquiries, etc.

Transport & Storage Encryption

Cross Platforms / Languages

Live Chat by  LIVEPERSON

To help us serve you better, please enter some additional information before we get started.


Please select a category that best describes your question: *

✓ Select One

- Book A New Reservation
- Change / Cancel Any Portion of an Air / Hotel / Car Package
- Change Airfare Only Reservation
- Cancel Domestic Airfare Only Reservation
- Cancel International Airfare Only Reservation
- Change / Cancel Hotel Only Reservation
- Change / Cancel Car Only Reservation
- My Account Information
- Assistance Completing a Reservation
- Credit Card Billing Questions
- Request Refund or Refund Status
- Seat Assignments
- Notification of Change to Flight Itinerary
- Use Travel Credits
- Event Tickets / Transportation / Additional Service
- Price Assurance Inquiries

Required items indicated with *.

Start Chat



Internal Systems

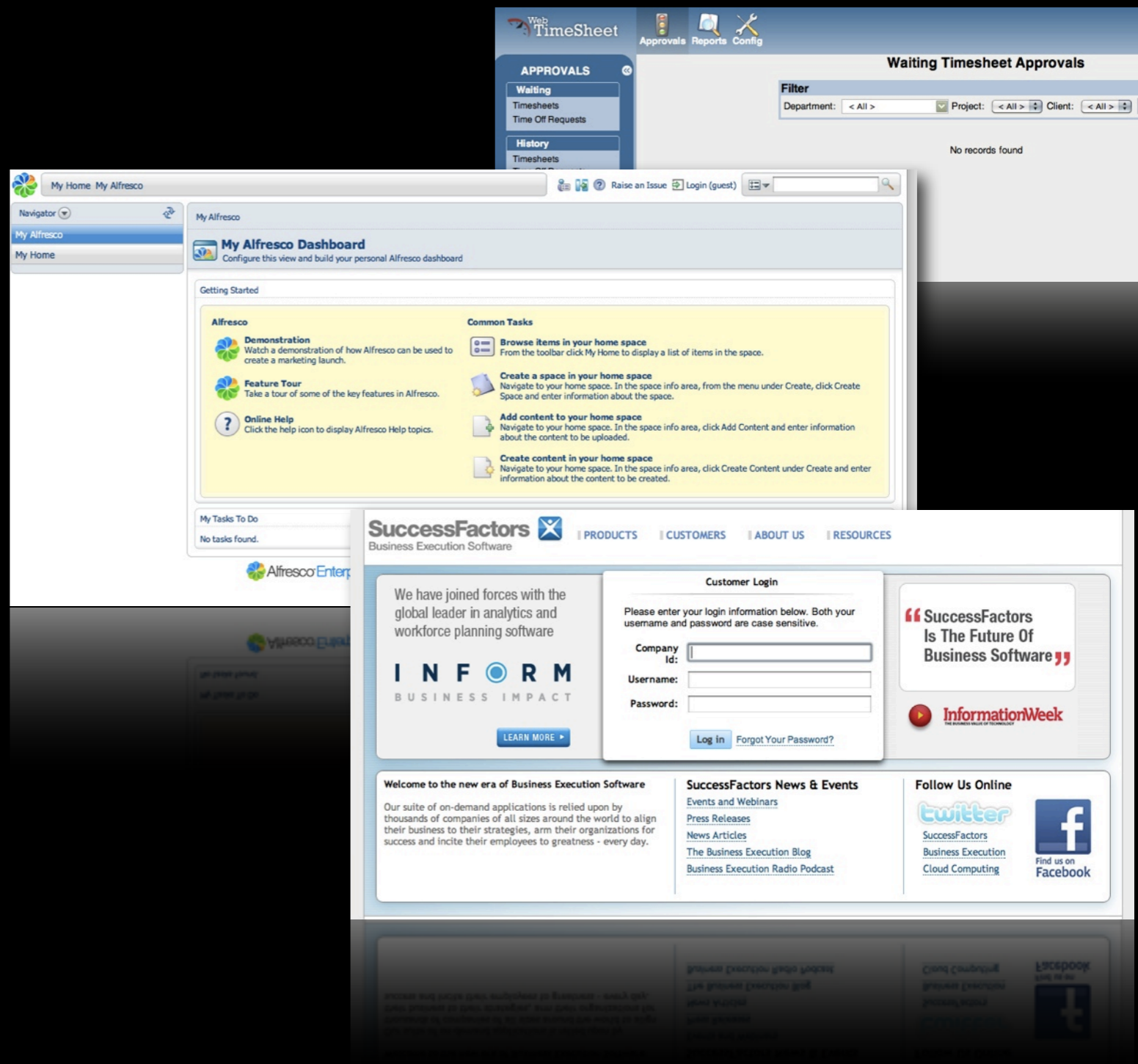
Performance Mgmt

Document Mgmt

Timesheets

HR/Finance

Contract Management



Travel as a Service



Orbitz for Business

[Sign In](#)

[Home](#) [Optimize Costs](#) [Service Advantage](#) [Assess Your Plan](#) [News](#) [Contact Us](#)



How high can you take online adoption?

Achieve up to 80% adoption or more
with our familiar, easy-to-use tools

[> Optimize your Travel Spend](#)

Control Costs Without Compromising On Great Service

Looking to uncover extra savings from your travel spend without sacrificing first-rate service? Orbitz for Business delivers on both. From high-tech tools that drive down costs to high-touch services that boost productivity and traveler satisfaction, we give you and your travel program the wings to fly.

Contact us now

[> Just call or click](#)

Manage Corporate Travel Smarter

Your Travel Management Plan

A solution for every scenario

Find yours as easy as 1-2-3

[Find your Perfect Fit >](#)

30 Minute Solutions

Web Event Series For Corporate Travel Leaders

Topics include:

- > Hidden Travel Costs
- > Technology Trends

[Watch Now >](#)

Get the facts...fast

- > Discover Deeper Savings
- > Increase policy compliance
- > Improve service levels

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Orbitz for Agents



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Join Now

*Sign up now and earn higher commissions for one year!**

User ID

Password

Login

☐ Save User ID

[Login Problems? Click Here](#)

Orbitz for Agents - Your Travel Agent Software Solution

Industry Leading Commissions

- 10% on stand-alone hotel bookings
- 4% on hotel package bookings
- Real-time revenue & sales reporting
- Quick payments

Access All Orbitz Global Merchant Hotel Inventory

- 100% discounted merchant rates
- Multi-room booking capabilities
- Hotel mapping & ratings
- New properties added daily

Extensive Travel Agent Functionality

- Add service fees on the fly
- Add a markup
- Save itineraries
- Set default search parameters



✓ **Up to 10% commissions** ✓ **No set up fees** ✓ **Easy sign-up** ✓ **Mark up & fee control**

* The first 500 travel agents who sign up and make their first booking on www.orbitzforagents.com by March 31, 2010 will earn higher commissions on sales of hotel and vacation packages through March 31, 2011.

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commissions on sales of hotel and vacation packages through March 31, 2011.

* The first 500 travel agents who sign up and make their first booking on www.orbitzforagents.com by March 31, 2010 will earn higher

✓ **Up to 10% commissions** ✓ **No set up fees** ✓ **Easy sign-up** ✓ **Mark up & fee control**

White Label Service

TV

RADIO

MAGAZINE

INSIDER

SHOP

ESPN3

GO

Register NowmyESPN (Sign In)

SPORTS TRAVEL

ALL SPORTSCOMMENTARYPAGE 2FANTASYVIDEOSPORTSNATIONCITIESTHE LIFE

Travel HomePassportCity GuidesStadium GuidesNASCAR Track GuidesPhoto Galleries

ESPN » The Life » Travel

Switch to Progressive car insurance.
You could save hundreds.

Revel in Rivalry

The teams renew their timeless rivalry April 13 at Dodger Stadium.

When push comes to shove, the Dodgers-Giants rivalry is most definitely battle-tested. The rancor between these two teams is a rite of passage for players and fans alike. [Story](#) | [Gallery](#)

- **Stadium guides:** What you need to build the ideal baseball outing
- **12 for 2009:** Jim Caple's calendar of must-see events for the year
- **Viva Vancouver:** Caple provides vast, vibrant early view of Games

Las Vegas Deals

- Last minute Vegas flight deals
- Vegas hotels on the strip from \$25 per night
- Special offers at the MGM Grand hotel

"Take the Family" Deals

- Instant savings on family vacations
- Disney hotels from \$68 per night
- Kids stay and eat free at Dreams Resorts
- See more deals for family travel

"Work and Play" Business Travel

- Biggest hotel sale: Save 30% or more
- Flights under \$250 round-trip
- Free breakfast with weekend stays at Marriott
- Making plans for business travel?

Other Travel Deals

- Hotels from \$38 for Final Four Tournament
- Free \$50 dining credit with any Chicago hotel stay
- Latest flight deals and promotions
- Get deals throughout the Caribbean and Mexico

Enter ZIP Code

Passport

Fans

Nicknames

Venues

Eat at the Pro's

Duke

Lam

Meet 32 of the National Football League's most colorful fans by reading their profiles, which we call "Stories from the stands."

Trip Planner

The MastersAugusta, Ga.
Apr. 11 - 12

Hotels, Flights

ESPN.com Travel Content Archive

- MLB Stadium Guides
- Warm welcome for Frozen Four in D.C.
- Frozen Four Photo Gallery
- Rivalry: Dodgers-Giants
- Dodgers-Giants rivalry photo gallery
- Stadium Guide: Mets
- More Travel Features

Other Travel Deals

- Hotels from \$38 for Final Four Tournament
- Free \$50 dining credit with any Chicago hotel stay
- Latest flight deals and promotions
- Get deals throughout the Caribbean and Mexico

Vacation Packages

Flights

Hotels

Find Great Deals on Flights!

Fromord
Tosto
Leave4/14/10
Return4/21/10

Travelers (up to 9)	Adult	Senior	Youth	Child
	1	0	0	0

Find

Gallery

Lucas Oil Stadium
Built as once as a football stadium and a place to house Finals Fours.

More Galleries: Select One

City Guide

Los Angeles
SportsTravel City Guide

- Rosenblatt Stadium: Omaha landmark shutting down
- Learn more about a living legend at Yogi Berra Museum
- Ride on! A long look at Cowboys Stadium
- The race mecca that is Martinsville Speedway
- Minneapolis: Getting over the Hump Dome
- Pacific Coast League: The only game in town
- Ballparks lost but not forgotten
- Wrigley Field still lives up to its own hype
- Get to Gillette: Pats' rags-to-riches monument
- The eyes of Austin are upon Texas football
- A's for effort: Oakland's coliseum at 40-plus
- Lambeau or bust: Green Bay is such a trip
- Camp out at Camp Randall
- Georgia football: Between the hedges at Sanford Stadium
- Oldest stadiums: Collegiate monuments to football's past
- The Eyes of Austin are Upon Texas
- What's Not to Love? Road trip to hoops mecca of Pauley Pavilion
- Cameron and the Duke Experience
- The Golden Road to NASCAR's 22
- Rickwood Field: America's Oldest
- Golden Dome: Trip to Notre Dame
- Pilgrimage: Allen Fieldhouse
- Pilgrimage: Pauley Pavilion
- Pilgrimage: Dean E. Smith Center
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- Pilgrimage: Allen Fieldhouse
- Pilgrimage: Pauley Pavilion
- Pilgrimage: Dean E. Smith Center

Where do we go from here?



Q & A

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