

JetBlue says it will adopt fare families, gets hailstorm of abuse on social media

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JetBlue Airways' decision to take Wall Street's advice and tweak its business model may have pleased investors, but consumers have taken to Twitter, Facebook, FlyerTalk, SeekingAlpha and FrequentFlier.com to express their rage.

"Bag fees and cramped seats" will eliminate the product differentiation that set JetBlue apart, the critics say.

But those critics may be jumping the gun.

Key changes include:

The move to fare families. The lowest fare tier, with the working title of "Better," does not include a checked bag. Passengers who wish to check a bag will either have to pay an as-yet undetermined fee or move to a higher fare tier.

The other two categories, called

Even Better and Best, will include one and two checked bags, respectively.

The two higher-priced bundles will include other perks as well, such as bonus frequent flyer points, more flexibility in changing tickets and what JetBlue calls "other attractive benefits."

The fare families will be in effect some time in the first half of 2015.

A reduction in legroom, but not necessarily personal space. JetBlue will undertake a coach cabin "refresh" of its A320 aircraft beginning in mid-2016 that will bring it into line with its A321s.

It will install lighter seats, adding 15 to the coach cabin, but it will still offer the most legroom in standard coach in the U.S.

(Continued on page 5)

In This Corner

As we head into one of the busiest travel periods of the year, at least in the U.S., we wish all of our readers safe travels, along with health, wealth and happiness. Even if you don't celebrate Thanksgiving Day, we hope you have much to be thankful for!

Pegasus is sold, split into two companies

Pegasus Solutions Inc. has been split into two companies: the reservations side of the business, which retains the name, and Pegasus Electronic Distribution Services, which provides connectivity and distribution solutions to hotels and distributors.

Pegasus Solutions was acquired by Regent Equity Partners, which hired Scott Gibson as chief executive officer.

Gibson was chief information officer and senior vice president, distribution and strategic planning for Best

Western International.

The move is something of a homecoming for Gibson: Earlier in his career, he was part of the development team at Anasazi that created the RezView CRS, which was sold to Pegasus in 1999.

Pegasus Electronic Distribution Services underwent a recapitalization led by an affiliate of H.I.G. Capital, a global private equity firm.

Toni Portmann, a technology executive and frequent collaborator with *(Continued on page 2)*

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AMC
Communications International Inc.
 Michele McDonald, president

Expedia completes Wotif acquisition

Expedia Inc. completed the acquisition of Wotif Group for total cash consideration of A\$703 million (about \$612 million).

The total comprised a A\$51 million special dividend distributed by the Wotif Group to its shareholders before closing and A\$652 million in cash from Expedia, Inc.

Expedia said that in the coming weeks, it will conclude its ongoing evaluation of the available long-term strategic options for the Wotif Group businesses and will look to strengthen the potential of the



group's brands for customers and partners.

In the meantime, both companies will continue to operate as usual.

Wotif Group operates online travel brands in the Asia-Pacific region, including Wotif.com, lastminute.com.au, travel.com.au, Asia Web Direct, LateStays.com, GoDo.com.au and Arnold Travel Technology.

Its multiproduct portfolio focuses primarily on hotel and air.

Its hotel portfolio includes more than 29,000 properties.

Gogobot raises \$20m in Series C financing

Gogobot, a "travel discovery" website and mobile app, raised \$20 million in Series C financing led by HomeAway with participation by existing investors Redpoint Ventures and Battery.

Brian Sharples, Homeaway's chief executive officer, will join Gogobot's board of directors.

Homeaway said it will integrate Gogobot, Uber and Instacart into its platform and its own mobile app to make it easy to find transportation, stock up on groceries, plan local activities and choose restaurants based on recommendations from both HomeAway owners and Gogobot's database of travelers.

Pegasus Solutions splits into two companies

(Continued from page 1)

H.I.G., will act as the full-time executive chairwoman of the board of directors and interim chief executive officer until the remainder of the senior management team is put in place.

She was chief executive officer of LIT OnLine, an e-learning platform company.

In April 2013, H.I.G. acquired Pegasus Financial Services, which later changed its name to Onyx Payments.

Pegasus Solutions Inc. had its roots in a project whose aim was to connect hotel CRSs to the GDSs via an electronic "switch."

Launched in 1989, The Hotel Industry Switch Co., or THISCo, was funded by 15 major hotel companies and Murdoch Magazines, then parent of Hotel & Travel Index.

In 1996, it was combined with Hotel Clearing Corp., a commission processor, to form Pegasus Solutions Inc.

Expedia, Amadeus developing fare family solution

Expedia said it is working with Amadeus to begin offering customers the ability to search for and purchase



branded fares from select airlines in mid-2015.

The companies are developing a standardized solution that will allow participating airlines to offer their branded fares to customers in

a seamless fashion.

Expedia noted that branded fares have evolved over the years to include the elements that airlines have unbundled from standard fares, such as advance seat selection, premium seating and checked bags.

The company said consumers are paying more attention to such variables, although price remains the single most important attribute for its customers.

Greg Schulze, senior vice pres-

ident of global tour and transport at Expedia Inc., said the challenge will be when customers see it at scale across multiple airlines.

"Instead of choosing from a

AMADEUS

few dozen flights that suit your needs from point A to point B with the times and airports you want, you'll now see a whole set of branded fares on top of that," he said.

Travelport's marketplace for add-on apps is open for business

The Travelport Marketplace, an iTunes-like online store where travel agents can browse and buy add-on applications created in house and by members of Travelport's Developer Network, emerged from beta testing.

It was launched in alpha mode a year ago.

Members of the Developer Network can use the Travelport Software Development Kit and the

Travelport Universal API to build new products.

They can then promote the products to travel agencies through



the Travelport Marketplace.

For travel agencies, the Travelport Marketplace provides access to a range of products covering all

aspects of agency operations.

Some products are designed to improve agency productivity or to customize the desktop. Others allow for additional services and the creation of new revenue streams.

Sabre unveiled a similar endeavor, the Sabre Red App Center, in March 2012.

Concurrent with the Travel Marketplace's emergence from beta, Cabforce one of the first products on the site, announced it would expand globally through the store.

Cabforce, based in Ebso, Finland, provides plug-in taxi and airport transfer booking solutions to the travel industry.

It has been testing its solutions in the U.K. and South Africa through the marketplace e-commerce platform for several months.

Scott Pawley, managing director of Woking, U.K.-based Global Travel Management Ltd., said Cabforce enables his agents to offer a new service to their clients "with very little additional effort."

Cape Air, 4 Thomas Cook lines migrate to Amadeus PSS

Cape Air, one of the largest regional airlines in the U.S., migrated to the full Amadeus Altéa passenger services system along with a new Altéa-powered website.

The migration ends the life of ITA Software's PSS.

ITA spent nearly three years working on a system for Air Canada, but the project was scrapped.

Cape Air became ITA's only customer for the system, and Google, ITA's parent decided to

get out of the business last year.

Meanwhile, four Thomas Cook Group airlines in Germany, the U.K., Scandinavia and Belgium became the first leisure carriers to adopt the full Altéa suite of reservations, inventory and departure control.

The deal includes dynamic Special Service Request technology that enables the carriers to adjust the prices of their ancillary products based on a wide range of variables.

Airline, Hospitality Solutions groups shine in Sabre's 3Q

Sabre Corp. reported third-quarter net profit of \$36.5 million, up from \$5.3 million a year ago, on revenues of \$756 million, down from \$775 million.

The revenue decline was due largely to the reorganization of Travelocity under a strategic marketing agreement with Expedia Inc.

Sabre's Airline and Hotel Solutions groups were the stars of the



Tom Klein

company's third quarter, accounting for a 14.3% increase in revenue, to \$209 million.

The revenue growth was driven in part by a 7.9% increase in passengers boarded through the SabreSonic passenger services system, to 137 million.

Tom Klein, chief executive officer of Sabre Corp., also noted the implementation of new scheduling software at American Airlines, "significant progress" on a flight planning solution at United Airlines and an important SabreSonic renewal with Aeromexico.

During the quarter, Sabre Hospitality Solutions launched the SynXis Enterprise Platform.

As part of the platform, Sabre also launched the SynXis Property Manager, a hotel property management solution that integrates with the SynXis central reservations system.

Through strategic investments and the release of new capabilities in 2015, the SynXis Enterprise Platform will enable dynamic retailing and predictive analytics to create what Sabre calls "the world's most personalized and intuitive hotel guest experience."

It will include services such as mobile check-in, new payment alternatives and customized packages and services.

Sabre Travel Network's booking activity picked up over the summer, culminating in segment growth of 3.1% and revenue growth of 3.7% in the third quarter.

But it is "still lagging our expectations," Klein said.

Continuing weakness of the air travel market in Venezuela, traditionally a strong producer for Sabre, offset the improvements in North America and Europe, Middle East and Africa bookings, he said.

"As we exited the third quarter, bookings growth at Travel Network has been somewhat soft," Klein said.

"We now expect full-year bookings growth to be at or slightly below the lower end of our [predicted] 2.5% to 3% range."

Market share dipped slightly, to 36.1%, due to regional declines in bookings, he said.

Klein said Sabre Travel Network did not lose any "meaningful"

Sabre booking summary, Q3 2014 (in millions)			
	Q32014	Q32013	Change
Air	81.04	78.31	3.5%
Non-air	13.3	13.7	0.8%
Total	94.85	92.01	3.1%
Share	36.1%	36.4%	

customers during the quarter.

In fact, he said, "We have a history of outpacing our competition in new travel agency customer wins, and since the start of last year we far outpaced our competition through the addition of new agencies, adding 65 new customers globally over that period."

He said that was more new agencies "than both of our competitors combined" added during the same period.

Sabre Travel Network also added more than 50,000 European hotels through a new deal with HRS, a large corporate hotel booking service based in Germany.

Seven new airlines and two rail companies joined the network.

On the airline merchandising front, "we are working with nearly 100 airlines worldwide to enable them to market and sell their ancillaries and branded fares in our travel marketplace, providing carriers a high-yielding sales channel through personalized travel," Klein said.

JetBlue to adopt fare families, takes heat from customers

(Continued from page 1)

Actual seat pitch will be reduced, from 34.7 to 33.1 inches.

Virgin America holds the No. 2 spot, with 32.6 inches.

Network carriers have pitch ranging from 30 to 32 inches in standard coach.

But because the seats are less bulky, the sense of personal space is not likely to change much.

The seats, which are in use on JetBlue's A321s, have adjustable headrests, larger seatback video screens and a power port for every passenger.

"That's a big win for the traveler," travel analyst Henry Harteveltdt said.

"JetBlue customers tend to be very connected."

Harteveltdt noted that JetBlue is not changing many of the things that passengers love about the carrier: free television, free Wi-Fi and free snacks.

JetBlue had been under pressure for months from the analyst community to improve its bottom line.

Analysts have criticized David Barger, its chief executive officer, for caring more about passenger comfort than shareholders' returns.

Better \$	Even Better \$\$	Best \$\$\$
<ul style="list-style-type: none"> • Free TV • Free Snacks • Award Winning Service • Most Legroom in Coach • 6 TB Points per dollar 	<ul style="list-style-type: none"> • 1 Bag • Free TV • Free Snacks • Award Winning Service • Most Legroom in Coach • Other Benefits • (6+x) TB Points per dollar 	<ul style="list-style-type: none"> • 2 Bags • Free TV • Free Snacks • Award Winning Service • Most Legroom in Coach • Other Benefits • Increased Flexibility • (6+y) TB Points per dollar

Barger is leaving the airline when his contract ends on Feb. 15.

Harteveltdt said that in its attempt to placate Wall Street, JetBlue has tried to remain true to its core beliefs, and he thinks it has taken a smart approach.

What is unknown at this point, he said, is what the actual fares will be and, perhaps even more important, how large the gap will be between the tiers. Will passengers

be willing to pay a premium for a free checked bag, more TrueBlue points and "other benefits"?

Air Canada's experience suggests that if the categories are priced right, they will.

It was the first North American carrier to introduce fare families, and its executives often point out that 45% of its passengers "buy up" to a more expensive category.

The other unknown is how long it will take for JetBlue's customer base to settle down,

The carrier posted a sort of plea for calm on its Facebook page, saying, "We've been in this together for the last 14 years, and we know we've earned your trust along the way — so trust us when we say we're still the same airline you met and fell in love with, and that we're always working hard to keep you onboard."

But the rants continued.

ARC processes its 100,000th EMD

ARC reached a major milestone in the life of its Electronic Miscellaneous Document last month, processing its 100,000th EMD.

It also achieved a one-month record of 6,655 EMD transactions in October.

The EMD allows travelers who use traditional and online travel

agencies to pay for an airline's ancillary products, such as checked bags or premium seats, at the same time that they purchase their tickets.

It has been slow to take off in the U.S.: A year ago, ARC president Mike Premo said growth was so slow that "I have a 150-year return on my investment."

OpenTravel, HEDNA develop streamlined schemas

The Hotel Electronic Distribution Network Association and the OpenTravel Alliance jointly developed two message pairs designed to streamline the electronic exchange of business information among multiple sectors of the travel industry.

The project goal was to implement messaging to handle the creation, modification and deletion of hotel products, including room types, rate plans, the combination of both a room type and rate plan and policy information.

The messages, developed by members of HEDNA's Connectivity Working Group and OpenTravel's Product Auto-

mation Team, will be used to both push and pull product information for specified criteria.

They were published as part of the OpenTravel 2014B 1.0 XML Schema Specifications.

The two groups have been working together to define a product management message that will deliver numerous benefits for the industry, including eliminating the need to exchange spreadsheets; reducing the manual labor associated with mapping and loading; reducing errors and augment data accuracy, and making the onboarding of new products seamless.



Rebel Travel, Hotel Compete team up for content, rate services

Rebel Travel Corp., a strategic consulting, digital marketing and entertainment solutions provider, incorporated data intelligence provided by Hotel Compete into its PropertyView Content Verification Services.

The addition enables PropertyView reports to provide a comprehensive comparative view of hotels' descriptive information, amenities, guest services, policies and photos across key third-party channels.

It also provides hotels with a competitive view of how their content measures up against similar properties in

the market and on their own websites.

The companies also partnered to offer PropertyView Rate Verification Services powered by Hotel Compete, a suite of competitive set analysis, rate monitoring and parity tracking tools. It includes:

Comp Set Analyzer, a monthly and forward-looking view of the competitive set of a hotel.

Rate Trends Tracker, a competitive report that updates multiple times a day.

Rate Parity Tracker, a weekly report that tracks rate parity across the hotel's most significant channels.



TravelClick expands use of Travelport's hotel programs

Travelport expanded its partnership with TravelClick, a provider of cloud-based solutions designed to increase hotels' revenue.

The new agreement will allow TravelClick to sell advertising products to hotels for display in Travelport's GDS platforms to travel agency customers worldwide.

It includes access to Travelport Featured Property, which offers priority placement of a hotel during a travel agent's search, providing hotels with a clear, visible advantage at the point-of-sale.

TravelClick already uses Travelport Headlines, which displays hotel advertising on travel agency screens.



Charter Solutions finds new ways to use its tracking data

Charter Solutions International, a company known for helping corporations track their travelers in times of crisis or disruption, stepped out of pure incident management more than a year ago and began using its data in creative

In Focus

ways, including the management of the day-to-day details of business travel.

Thomas Pfeffer, chief information officer of the Alpharetta, Ga.-based company, said Charter is now using its auto-messaging capability in combination with booking data.

For example, he said, “We are able to monitor hotel contracts, so we know when an auto-message should be sent reminding the traveler that the negotiated hotel rate includes breakfast and wireless Internet,” he said.

The idea still needs some tweaking, he said.

VIP travelers receive messages in different ways; some must receive them in the booking data.

But travel management companies often have dedicated agents who handle VIP travelers, and access to their itineraries is restricted.

Monitoring agents, therefore, don’t have access to the information when they need to get a message to the traveler.

Charter also is getting into asset management in order to provide corporations with constant visibility of their employees even when they

are not on an active itinerary.

“It’s a great way to handle expats, or employees on an oil rig,” Pfeffer said.

Companies can upload their office locations around the world with information on the occupants of each site, he said.

The information is integrated into the same risk assessment program used for travelers.

“An office or factory is added to the map, and they get the same messages and alerts,” whether about terrorism, earthquakes or other event, Pfeffer said.

The alerts can be communicated to all occupants of the site or to one dedicated coordinator, he said.

Charter has been asked to explore the new possibility of tracking travelers by their last credit card swipes.

“You would not know the amount of the transaction, just that the card was used at this location,” Pfeffer said.

Charter Solutions recently implemented a new deal with FlightStats, a company that provides live flight-tracking.

FlightStats is providing Charter with flight information and alerts through its API to Charter’s Mobile Communications Management (MCM) platform.



Thomas Pfeffer

The data provide travel managers with visualization tools, such as a map that shows a plane’s near-real-time location.

The airplane icons are color-coded, based on configurable delay thresholds, to identify which flights are on time and which ones are delayed.

Selecting an icon will open MCM’s classic itinerary display showing the travelers that are on the flight based on their itinerary data.

“It’s a mix of incidence management and proactive management of the VIP traveler,” Pfeffer said.

“You can have them rebooked before they grab the phone.”

In the airport view, icons are visualized wherever the MCM user has active travelers, and the icons’ colors reflect the status of their flights.

In the example at left, the Amsterdam airport has a delayed flight affecting an active traveler, so its icon is colored yellow.

Selecting an airport icon opens a flight board with more detailed information.

On the Calendar

Nov. 24-25: Smart Travel Analytics & Revenue Management Europe; Mövenpick Amsterdam City Centre; eyefortravel.com.

Dec. 2: Change Management in Aviation; Hilton London Kensington; flightglobalevents.com/aviation.

Jan. 13-15: HEDNA Global Distribution Conference; Hilton Long Beach (Calif.) and Executive Meeting Center; hedna.org.

Jan. 28-29: Smart Travel Analytics North America 2015; New Yorker Hotel, New York; eyefortravel.com.

Feb. 2-4: Future Travel Experience Europe: Differentiation Through Passenger Empowerment and Personalization; Park Plaza Riverbank London; futuretravelexperience.com.

Feb. 3-4: Online Marketing, Social Media and Mobile in Travel Asia 2015; The Langham, Hong Kong; eyefortravel.com.

Feb. 3-6: ENTER2015: eTourism: Transforming Mobility; Università della Svizzera Italiana, Lugano, Switzerland; enter2015.org.

Feb. 16-18: Loyalty 2015; InterContinental Istanbul, Turkey; flightglobalevents.com/loyalty2014.

March 17-19: UATP Airline Distribution; InterContinental Athens, Greece; uatp.com.

March 23-24: Social Media Strategies for Travel North America; Hotel Nikko San Francisco; eyefortravel.com.

April 29-May 1: Hickory Global Partners Annual Conference; Wyndham Grand Jupiter (Fla.); hickorytravel.com.

May 12-14: PhoCusWright Europe; Convention Centre Dublin, Ireland; phocuswrighteurope.com.

Names in the news

Amadeus IT Group promoted **Diane Bouzebiba** to director of distribution strategic initiatives, effective Feb. 1. She will be based at Amadeus' headquarters in Madrid. Bouzebiba was managing director of Amadeus U.K. & Ireland.

GTA named **Flavia Alzetta** senior vice president for global sales and marketing, effective Jan. 1. She was head of supplier relations, EMEA, at American Express Global Business Travel.



Flavia Alzetta



Diane Bouzebiba



Michael Boulton

International.

Jeremy Ward was appointed chief operations officer at iRiS Software Systems in London. He was senior vice president of IT for the Kempinski Hotel Group.



Jeremy Ward

Hotel Technology Next Generation appointed **Monika Nerger**, chief information officer of Mandarin Oriental Hotel Group, president. She succeeds Jeremy Ward, whose new position at iRiS Software makes him ineligible to hold the post.

Adara, which uses global data from 80 major travel brands to drive business performance, appointed **Stan Su** vice president of global ad operations and account management. He was senior director of global business operations at Turn Inc., a marketing technology company.



Stan Su

Tuniu Corp., an online leisure travel company in China, named **Wei Tong** vice president. He was president of China International Travel Service Group head office and vice president of CITS Group Corp.

Frank I. Wolfe will serve as chief executive officer of Hospitality Financial and Technology Professionals through May 2018. He has held the position since 1994.

News in brief

GDSs

Malindo Air, a hybrid Malaysian carrier, signed an agreement to distribute its fares and schedules through **Travelport**. Its ancillary products will be distributed through the Travelport Merchandising Platform.

Airlines

Pobeda, a new Russian low-cost carrier, selected Seattle-based **Revenue Management Systems Inc.**'s airRM, a suite of revenue management, inventory control and reporting tools.

Hotels

GTA implemented an enhanced distribution deal with **Omni Hotels & Resorts**. The hotel company's 54 properties in major North American business and leisure destinations in North America can be booked by retail and wholesale travel businesses on TravelCube, Travel Bound and GTA or via XML feed.

Brazil Hospitality Group will use **eRevMax**'s RateTiger Channel Manager to update rates and availability across multiple online sales channels for its 49 Golden Tulip, Tulip Inn and Royal Tulip properties. The move is part of the group's preparations for the 2016 Summer Olympics in Brazil.

InnSuites Hotels and Suites, a division of InnSuites Hospitality Trust that manages properties in the U.S. Southwest, selected **Groupize** as its group booking and management solution for its flagship properties. The Groupize Group Booking Engine replaces the RFP forms

on the hotel website with a microsite that is tailored for groups, weddings and meetings. The booking engine is integrated with the cloud-based Pipeline Response Manager to centralize and track group leads and related activities.



Hot tubs at Beaver Run Resort and Conference Center, Breckenridge, Colo.

Beaver Run Resort and Conference Center in Breckenridge, Colo., will use **nSight**'s consumer data to target active shoppers for the upcoming ski season.

Windward Management/Gresham Hotel Group is using **CheckMate**, a mobile and online check-in platform that allows guests to opt in for room upgrades with a single click.

Mobile

Intelity, creator of the widely used ICE guest services platform, custom built a mobile application for Toronto-based **Delta Hotels and Resorts** that enables guests to make requests before they arrive, order room service, schedule taxi service for departure and access other services. The app includes 360-degree virtual tours and videos for a third of Delta properties, with more to come next year.

Virgin America selected the **Magnolia Content Management System** to power its digital content presence because of its ability to build an architecture for distributing content across mobile devices with fewer resources required to support.

United Airlines is testing a MileagePlus X mobile app with a group of MileagePlus members. It enables users to earn miles by shopping at national retailers such as Lowe's, Sears, the Gap and AMC Theaters.

Payment solutions

Conferma and **eNett International** partnered to provide small and medium-sized travel management companies access to low-cost, integrated payments with eNett Virtual Account Numbers. Conferma will integrate eNett into its global travel payment network, which provides financial institutions and payment solutions providers with point-of-sale integration into travel management companies, GDSs, self-booking tools and online travel agencies.

Travel management companies

Paramus, N.J.-based **Direct Travel** acquired **Best Travel & Tours**, a \$207 million agency in Chicago. A week later, it acquired San Jose, Calif.-based **Peak Travel**, a \$185 million agency. The acquisitions are the fifth and sixth made by Direct Travel this year.

Hickory Global Partners and **AllStars Travel Group** formed a partnership that will provide ATG's membership with access to Hickory's Hotel Program.

Back Talk

The other day, as I was straightening things up in TTU world headquarters, I found a 9-year-old issue, published just after the 2005 PhoCusWright Conference .

The first thing that caught my eye was one of the front-page headlines: "Google: No plans to enter travel search." The company already was testing a flight search engine, but Jane Butler, head of travel at Google and a speaker at the conference, dismissed that as "an experiment to improve search quality." Well, so much for that. In 2010, the biggest search company in the world would buy an acclaimed travel search company, ITA Software, and dive into travel search.

Sam Katz also had been a speaker and was still considered by some as the wunderkind of the travel industry.

But in a month he would leave the industry, having led Cendant Travel Distribution Services, the forerunner of Travelport, through a series of missteps. The verdict: Long on vision, short on execution.

My favorite item from the 2005 issue was a quote from Priceline chief Jeffery Boyd, who trashed the new travel meta search companies — Kayak, Mobissimo, etc. — as "click farmers."

Seven years later, on the eve of another PhoCusWright Conference, Priceline would announce it was buying Kayak for \$1.8 billion. Kayak founder Steve Hafner strutted through the conference with a ridiculously huge grin that could barely be contained on his face. Times change.

Comments? E-mail mmcdonald@amc-comm.com.

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World news briefing

LosTiquetesmasBaratos.com, an online travel agency serving Colombia, Mexico and the U.S. Hispanic market, renewed and expanded its global technology agreement with **Sabre Corp.** The OTA will integrate new search tools and build new consumer-facing capabilities for multi-device shopping using Sabre's API technology.

Vive Hospitality selected **PAR Springer-Miller Systems Inc.**'s Atrio Property Management System for its Qliq Damansara Hotel, opening in early 2015 in the shopping district of Petaling Jaya, a major city about seven miles from Kuala Lumpur, Malaysia.

Ireland's Supreme Court ruled that **Ryanair's** claims against screen scrapers can be heard in

Irish courts. Three online agencies — **Billigfluege**, **Ticketpoint** and **On the Beach** — had asked the court to overturn a High Court ruling that Irish courts had the jurisdiction to hear the case. Ryanair said the ruling will have no impact on the authorized websites that it works with.

Amadeus launched Rail Display, a tool that simplifies the sale of international rail, in the U.K. and Ireland. It enables users of the Amadeus Selling Platform to shop, book, issue tickets and assign seats with back-office integration in one flow. The full content of the launch partner, **Voyages-sncf**, is available to all Voyages-sncf-accredited travel agents, including services from Eurostar, TGV, Thalys and TGV Lyria.