

To whom it may concern,

My Name is Anthony Lau, IT Manager at Orient Express Travel Group (OETG). We at OETG issue over 1000+ tickets a day. Before TIN was introduced, our staff had to do all ticketing manually direct in the CRS (all across all three CRSs), not only it was a very time consuming process but training staff to be able to use all three CRS was a big issue for us. With TIN implemented at OETG in 2005, it has provided us a very efficient Fares and Ticketing system with integration of a mid-office Accounting system, which made fare search through to ticketing through to invoicing very seamless. We are now into the 8th year with TIN and I must say, if not for TIN systems, it would not have got our company to where it's at now. I am more than pleased with the service TIN has provided. I would most definitely recommend TIN to those companies looking for good, reliable and efficient fares and ticketing system.

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