crane.IBE

CRANE
INTERNET
BOOKING
ENGINE

Internet is the fastest growing sales channel in the airline industry. Customer expectations and demands of the market, challenge airlines to adapt and personalize experience and offers like never before. This necessitates a solution capable of bringing rapid growth and improved customer service.

Overview

Crane IBE is a highly customizable, new-generation online booking engine suitable for responsive web and mobile interfaces. Crane IBE has a convenient graphical user interface that allows designing targeted booking processes and offers, providing insight into different market segments. The solution allows multi-channel integration for sales and reservations via the web, mobile, call centers, on-site kiosks or front desks with full backend integration to each customer touch point. Crane IBE also supports connection to Global Distribution Systems and other travel content sources. It is available in more than 10 languages, supports all common currencies and integrates with major secure payment gateways.

enables
stand-alone
and bundled
**ancillary
sales**

Benefits

Self-Service Features
Passengers can book and modify flights and receive mobile boarding passes without having to call airline agents or visit airline offices and counters.

Fast Implementation
The solution can be implemented quickly without any infrastructure costs and can be integrated in any hosting system.

Extended Functionality
In addition to its booking features the service allows passengers to manage and edit personal information, reissue bookings, add extra services or cancel services.

Ancillary Products
Crane IBE allows airlines to place and sell ancillary products during the booking cycle or check-in process. It is possible to offer paid and free services as a 'bundle' or separately through the system. It also allows to up-sell ancillaries during the internet check-in process.

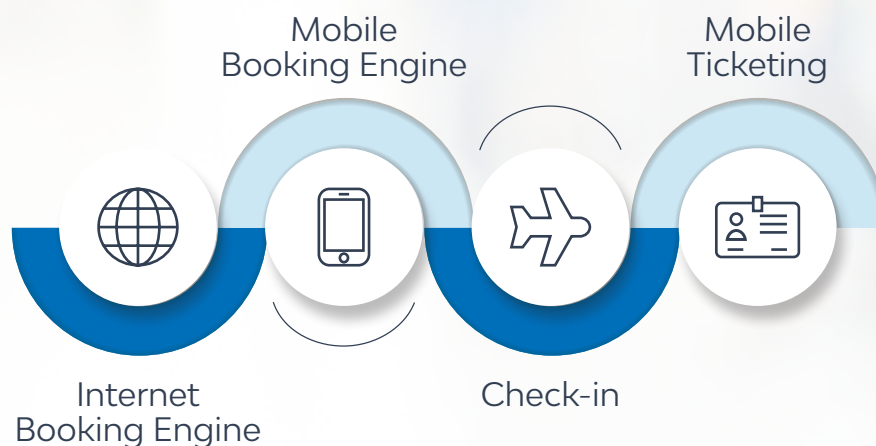**behavioral targeting and personalized** offers

Key Features

Crane IBE offers a variety of features depending on your needs and infrastructure. Among the features of Crane IBE are:

- Internet / mobile bookings

- Internet / mobile check-in

- Reservation management

- Flexible ancillary service design

- Flexible booking, viewing and processing

- Multilingual support

- Wide range of payment alternatives

- Dynamic currency conversion

- Mobile tickets

- Sales support before and during check-in

award winning solution

Components

Mobile
Booking Engine

Mobile
Ticketing

Internet
Booking Engine

Check-in

Turnkey solutions for every step on the way.

crane.IBE

crane.TM

crane.PAX

crane.SP

BOSS

crane.OTA

crane.RA

crane.CA

crane.BPI

AIRPORT

crane.MA

crane.DCS

crane.ALM

Lounge

SHOP

crane.OCC

crane.LL

PARIS
NEW YORK
ROME
LONDON

GATE

crane.CREW

crane.CM

crane.CCL

crane.

Passenger Service System
crane.PAX	Reservation & Passenger Service
crane.IBE	Internet Booking Engine
crane.MA	Mobile Application
crane.ALM	Allotment Manager
crane.DCS	Departure Control System
crane.LL	Loyalty Layer
crane.CCL	Customer Care Layer
crane.CM	Communication Manager

Merchandising
crane.TM	Travel Merchandising

Operations Planning
crane.SP	Schedule Planning
crane.OCC	Operations Control
crane.CREW	Crew Management

Accounting
crane.RA	Revenue Accounting
crane.CA	Cost Accounting
crane.BPI	Business Performance Index

Travel Solutions
crane.OTA	Online Travel Agency

Hitit

Crane is a brand of Hitit.
The consistent increase in Hitit's customer base and geographic reach, as well as continuous follow up business with existing clients are strong indicators that Hitit has achieved high level of customer satisfaction with its offerings, combining an agile approach to their needs with a team that works closely with them as partners on their business.

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