



Services

2020

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Services offered by WDG e.U.

Enterprise and Company analysis

- Analysis and concept building
- Specifications
- Documentation
- Stakeholder Analysis
- Business Process Management Automation
- Application Lifecycle Analysis
- Introducing standard processes

Process analysis and Process optimization

- Process analysis & Workflow optimization
- Advise in choice of implementation of Invoicing, Reporting, Travel expense systems and Credit card solutions

Project management

Project lead and Project Team member for

- Automation of Booking processes, Fulfilment-Tools, Invoicing systems, Accounting and Reporting
- Introducing/Implementation of B2B/B2C-Booking-solutions, from concept to booking
- Software-developments
- Documentation
- Introduction of standards
- Project lead according to Project standards incl.:
 - Project request
 - Project targets
 - Project stakeholders
 - Project planning, hierarchy, Time and Budget management
 - Project risk analysis and communication strategy

Software Testing

- Quality assurance and Monitoring
- Function system / System integrity / End user acceptance tests
- Usability /Security / Performance tests

Training

- Amadeus's Mid-Office System: AGM – Agency Manager
- Amadeus's MIS System: AGM MIS based on auf SAP/Business Objects

Design

- Lay-out design Programming SAP/Crystal Reports XI
- Lay-out design Programming I-net/Crystal Clear

Reselling Discounts

- DCS+ Product Suite
- Onesto
- Panasoft Cosmos
- Procon ProTas
- Atos / Saferpay payment
- Umbrella Faces

Services offer with WDG Network Professionals

Project management

Project lead and Project Team member for

- Implementation of Booking Tools such as COMPLEAT, CORREX, Aqua and other Fulfilment-Tools
- Implementation of Profile tools
- Implementation of Online-Booking engines
- Implementation of Airline Direct Connections (NDC)
- Implementation of Credit Card solutions
- Implementation of Expense Management solutions such as Concur Travel & Expense, Viatos, MobileXpense, Numiga and other systems
- Implementation of Traveller Tracking solutions
- Implementation of new customers for a travel agency
- Opening of new branches / agencies
- Closing or centralization of branches / agencies

Training

- GDS end user training on Amadeus GDS
- End user training for Online-Booking engines (User and Administrator)
- Internet access in Travel Agency (Usability cases for Travel Managers)
- Travel Management Coaching for KMU Travel Manager

Consulting Web 2.0 and Social Media Marketing

- First steps in the Internet-World. How to handle Facebook, Xing, Twitter and Hotel advisory services such as HolidayCheck, Tripadvisor and other similar portals.
- Training and consulting of employees on getting more efficient and target-oriented use of available internet services such as Google Earth, Google Maps, ebookers and others.
- Consulting and Implementation of a Corporate Blogs (internal/external communication)
- Target- and Strategy development
- Planning and organisation of Budget, Team and activities

Travel Management

- Creation of Benchmarks
- Representation of negotiations with supplier
- Implementation of Online strategies
- Maintenance of Travel Management-Systems in Online Booking engines
- End user training on use of Online Booking engines
- Selection on implementation of Travel expense systems and Credit card solutions
- External/outsourced Travel management
- Travel Management Coaching for SME Travel Manager
- Risk management

Expense Management

- Process optimization
- Digitilisation
- Consulting expense rules
- Expense system deployments
- SAP Hana experts / former know as SAP Travel Management

Software Development

- Web - Mobile - Tablet - Stand Alone
- Booking scripts Amadeus, Galileo and Sabre
- Open source developments Galileo and Sabre
- Architecture & Design
- Maintenance and developments
- Java - .NET - HTML5 – API – Web-services
- Business Intelligence solutions (MySQL, Oracle, Business Objects, Integrated Services ...)

Hardware Management

- Data Integrity – Back-ups (System back-ups, Mail servers, Exchange servers, disaster recovery)
- Design and implementation (websites, Infrastructure, Cloud or Data centre, UAT, Lifecycle management)
- Document and Data management
- Monitoring
- Remote access (Application virtualization, Desktop, VPN, site to site VPN)
- Security (Anti-Virus, Spam, Server AV, access control, encryption, certification)
- Technical support (24/7 – Infrastructure, Desktop, application, database, network, printer, domain)
- Training (online, onsite, remote)

Hosting

- Tier4
- PCI DSS v3.0
- Microsoft Azure (VM, Cloud, App Service)

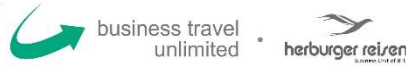
Software Implementation

- Microsoft Gold (SQL, SharePoint, Office, Exchange, Skype, Dynamics)
- Jira
- Confluence
- Salesforce
- Seaware
- Resco
- Unit4
- Agresso
- Panasoft

Multinational Service Centres

- Creation of Service Centre
- Services for creation of SC (office location, HR employees, structure, call centre technology)
- Services offered within the SC : call centre, booking and ticketing centre, technical Support, Inventory management – loading, maintaining
- Travel Specialists
- Low cost qualified travel staff

Customer portfolio



HURTIGRUTEN



TRAVEL SERVICES



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