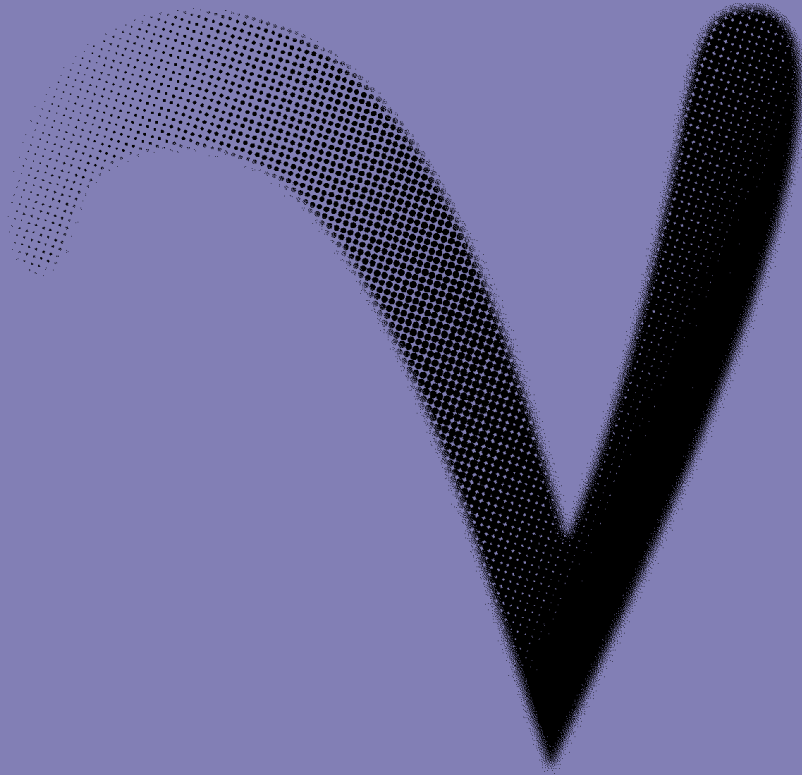


IRR Manager





IRR Manager

Improved overview and control with Irregularity Services

IRR Manager, developed by Gamma Partner for SAS Ground Services, is a system that contributes to providing a better and faster service to unfortunate passengers at Copenhagen Airport. At the same time, the system prevents the payment of incorrect bills and provides an improved overview.

IRR Manager is a simple and user-friendly system. It helps the staff to register information and prints forms in connection with lost baggage and hotel bookings due caused by delays or cancellations.

Simplicity in all aspects

The system replaces the many different slips and forms that previously had to be handed out, filled in and archived manually.

Now, this information is saved in a database. This provides the possibility of gaining an overview of the number of forms issued to passengers and hotels. In addition the system facilitates the possibility of checking already issued forms, rejecting incorrect bills and preventing losses.

IRR Manager provides many possibilities for printing statistics, for example statistics over the spread of bed nights at various hotels.

Such information could be very valuable during future negotiations with hotels.

IRR Manager also registers reimbursements made to passengers with damaged baggage – in spite of all efforts.



Functions

The following functions are by default included:

- Registration of baggage and hotel bookings
- Sorting on registrations
- Searching on registrations
- Editing/following up on registrations.

Additionally, it is possible to integrate IRR Manager into mail and fax systems, and the individual business may add its own statistics and reports that can be exported to for example Excel, Word and PDF format.

Gamma Partner ApS

Terminal 2, 2nd Floor · Copenhagen Airport · DK - 2770 Kastrup · Tel. +45 26 16 49 58 · info@gammapartner.dk
www.gammapartner.com

IRR Manager is easy to use

The airport staff needs no training in the system. The IRR Manager screens are based on familiar forms. IRR Manager is web-based and can be used from any desired position as soon as the web server installation has been performed.

The statistics module in IRR Manager is also web-based.

Technology

The system consists of three parts:

- A web browser on the client
- A web server with the application
- The database.

Microsoft SQL Server has been chosen for the database server but the system can also be setup with an Oracle database server.

The application has been developed on the Windows and .NET Framework 1.1 platforms and is today used on the Windows XP platform. The application has been developed for Internet Explorer and Netscape.