

Harmonise is an overall solution for information exchange in travel and tourism. It provides a seamless method of information exchange which does not necessitate the adoption of standards or changes to existing message formats. The Harmonise Network provides members with opportunities to meet and discuss common issues with other major players in the travel and tourism industry. The Harmonise service allows travel and tourism organisations using different message standards or data formats to exchange data in a cost effective way. It offers fully supported open software, assured reliability and the inclusion of advanced features with low overhead costs.

The purpose of this questionnaire is to invite interested parties to contribute to the development of Harmonise as an effective information exchange solution in the travel and tourism industry. We would be grateful if you would complete the questionnaire and return it to either a Harmonise project representative or to the address given below. The questionnaire can also be completed online at <http://www.harmo-ten.org>.

1. Please indicate the sector in which your company operates:

Tourism sector

- Tour operator
- Travel agent
- Airline business
- other transport
- GDS (Global Distribution Systems)
- CRS (Computer Reservations System)
- Accommodation sector
- Destination management organization:
 - National Tourist organization
 - Regional Tourist organization
 - Local Tourist organization
- Other tourism sector:

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Other sectors

- data provider
- software engineering
- member of the scientific community
- student
- non of the above, please state:

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2. What is the annual turnover of your company?

- Under € 7 Mio.
- Between € 7-40 Mio.
- More than € 40 Mio.
- Not applicable (e.g. student, consultant etc.) – *please go to Question 6*

3. How many employees does your company have?

- Under 50 employees
- Between 50 and 250 employees
- More than 250 employees
- Not applicable (e.g. student, consultant etc.) – *please go to Question 6*

4. Please state your position in the company?

- Top management / owner of the company Manager Self employed
 Other (please state):

5. Who is responsible for the information systems (maintenance / installation) in your company?

- External service provider Internal IT-department
 Responsible employee
 Other (please state):

6. How do you currently exchange information with other businesses / organisations?

(multiple choices possible)

- Fax email telephone
 Bought software solution (please state)
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 Self-programmed software solution (please state)
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 Other data exchange system / solution (please state)
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7. Do you currently use any data standards (e.g. OTA) for your data exchange?

Yes No

If yes, please state which standards does your existing information exchange comply with:
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The Harmonise system provides interoperability by providing a seamless method for data exchange.

8. Apart from the Harmonise-System, have you identified any alternative products to the one you already use which may provide you with a similar service?

Yes No

If yes, please state which products:
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9. If you were to use the Harmonise system, which other business players must be part of the system (with whom you must be able to communicate) in order to benefit from this idea?

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10. Are there existing major players in your sector who, if they used Harmonise, would encourage you to use it too?

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11. The Harmonise-System enables members to network with other players in the tourism industry. Are you interested in this networking platform?

- Definitely, I am very interested
- I am interested
- I am not very interested
- I am not interested at all

12. What business implications do you see for your company arising from participation of the Harmonise System (e.g. organisational, technical)?

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13. Have you heard about the Harmonise-project before?

Yes No

If yes, where from:

- Web Congress / Conference
- Advertisement Word of mouth
- Industry body or Harmonise partner (please state):
- Other (please state):

