TRAXESS

SENTINEL
TRAVEL SECURITY SOLUTION

FOSTERING PERSONAL SAFETY

- A ready-to-use web service
- A single tenant solution
- A white label solution

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SENTINEL IN A NUTSHELL

SERVICE SUMMARY

The Sentinel is a comprehensive software package designed to deliver duty-of-care services for travellers and enable swift crisis intervention for security managers. As an independent service provider, Traxess offers a standard software platform facilitating seamless implementation of customised solutions.

In addition to software development, Traxess collaborates with specialised partners to offer comprehensive travel security management. This encompasses insurance coverage and traditional assistance services like round-the-clock hotline operation and crisis intervention. These supplementary service packages are available upon request.

SOFTWARE AS A SERVICE (SAAS)

The Traxess service is delivered through the software as a service (SaaS) model, offering IT services to customers. In this model, Traxess manages both the software and the IT infrastructure, allowing customers to utilise them as a service.

Traxess commits to handling customers' personal data in compliance with EU data protection regulations, specifically the new EU law introduced in 2018, and implements technical and organisational measures to safeguard personal data. Both the software and customer data are hosted on servers in Germany, with data backup operations conducted in a Finnish data centre.

SYSTEM REQUIREMENTS

To utilise the services, customers must have an Internet-enabled computer and a stable Internet connection. The software can be accessed through a web browser, supporting the latest versions of commonly used browsers, including Internet Explorer, Edge, Firefox, Google Chrome, and Safari.

THE SENTINEL MODULES

BASIC MODULES

- **Country Intelligence Data Feed**
- **Data Import Solution for PNR Tracking**
- **Security Information Platform**
- **Traveller Position Tracker**
- **Messenger and Subscription Service**
- **Travel Risk Manager**
- **Content Editorial System**
- **Account Manager**
- **Booking Manager**
- **Report Generator**

ADD-ON MODULES

- **Mobile App Tracking Solution**
- **Travel Regulation Widget**
- **Assistance Card Generator**
- **Insurance Certificate Generator**
- **Online Claim Report Module**
- **E-Learning Module**
- **Trip Approval Module**

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TRAVELLER BASIC USE CASES

SECURITY INFORMATION PLATFORM

User Self-Service

- Account registration with business email address,
- Review and accept the Privacy Policy and Terms of Use,
- Login to the Security Information Platform with personal account,
- Password renewal service,
- Access to country reports,
- Access to city reports,
- Access to alert messages by country,
- Download of country information to PDF
- Access to special risks (Airline Blacklist, Road Safety, Medicine Import Bans),
- Set-up of subscription services,
- Add, edit, and delete bookings manually (flight tickets, hotel, and car rental reservations),
- Access to the user frontend of any add-on module contracted by the client,
- Change language on user profile,
- Review FAQ on service desk,
- Send a request to the IT service desk, and
- Send a request to the system administrator.

MESSENGER SERVICE

Security Information Push-Service

- Pre-Trip Briefing via email tailored to the risk level of travel destination with country report PDF for download,
- Pre-Trip Alerts via email regarding critical events in the target destination, and
- On-Trip Alerts via email or SMS.

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RISK MANAGER BASIC USE CASES

POSITION TRACKER

- Position tracking within a time span by user profile, country, selected area, reservations, air traffic analysis or GPS-signal sent by the security app.
- Contacting travellers in selected locations via messages applying filter criteria.
- Requesting travellers' well-being status confirmation via email and in-app (push) messages.

MESSENGER & SUBSCRIPTION MGMT

- Management of subscriptions
- Configuring messenger service triggers for travellers or risk managers by
  - booking type and status,
  - traveller segment, destinations or risk level and time settings before departure,
  - flight, airline, airport, or number of flight bookings,
  - event severity level and position of traveller.
- Configuring layout and content of email and SMS templates.
- Management of notification distribution rules.

TRAVEL RISK MANAGER

- Changing the risk level assigned to a country.
- Definition of risk and safety areas with different risk levels.
- Providing company-specific contact information
- Receiving notifications if positions are affected by an event.
- Sending of requests to travellers and responses review.

CONTENT EDITOR

- Adding instructions to country reports applied to a country, a group of countries or to a risk level.
- Setting up alerts with client specific information if a traveller has booked a high-risk destination.

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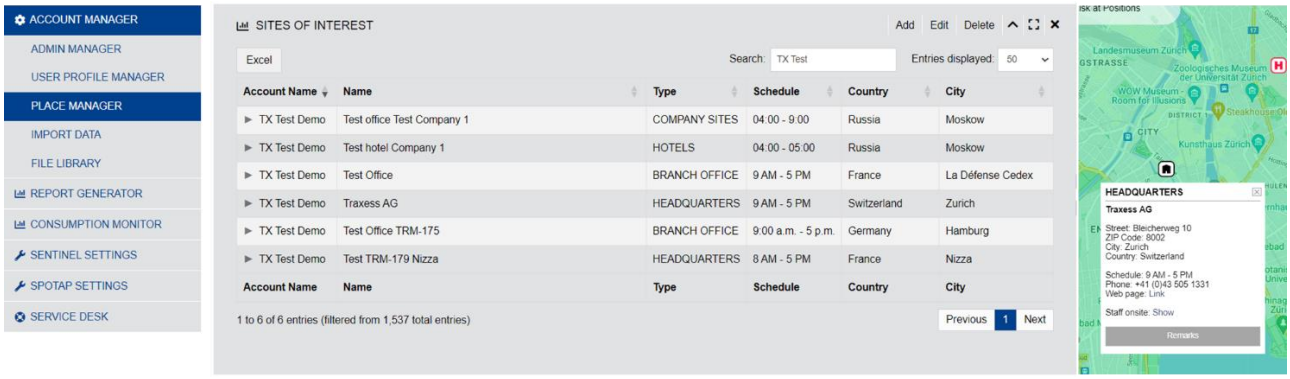
SYSTEM ADMIN BASIC USE CASES

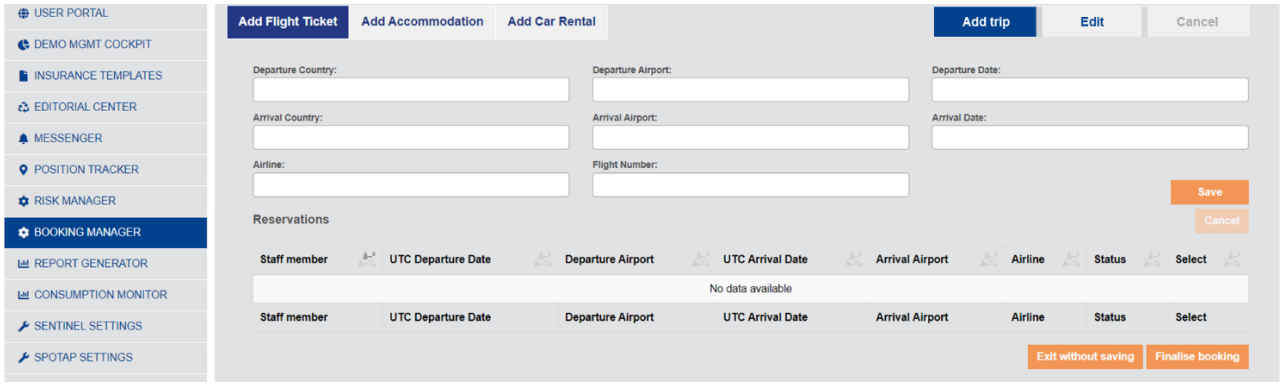
ACCOUNT MANAGER

- Defining and updating account master settings.
- Adding, editing, and deactivating admin account.
- Configuring places like office locations and expat residences for on-site tracking.
- Adding, editing, and deactivating user accounts.



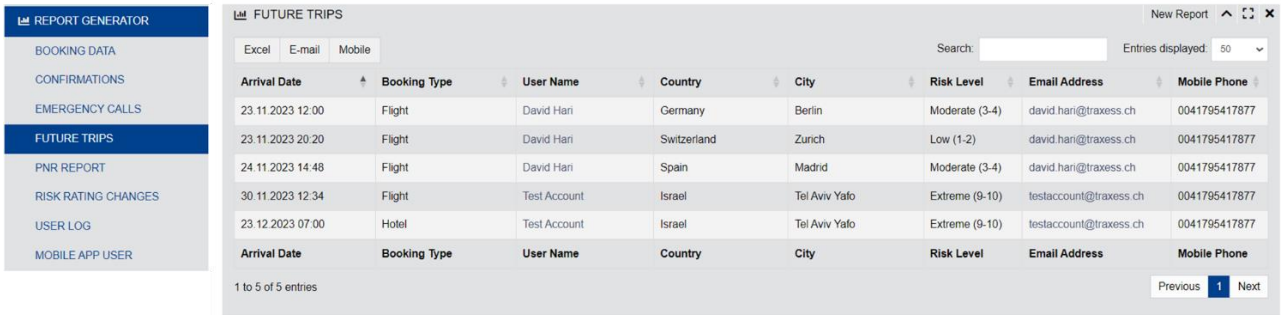
BOOKING MANAGER

- Manual adding, editing, and cancellation of bookings.
- Adding trips for large groups of travellers.



REPORT GENERATOR

- Reviewing of data by using predefined reports and selecting the time span for data selection.
- Filtering and searching of data by column.
- Exporting of data dump to Excel.



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WHITE LABEL SOLUTIONS

The Sentinel configuration options presented herein are accessible to both single-tenant clients and resellers alike.

- **System Domain URL**
- **Email address** for outgoing emails.
- **System language configuration**

  Default language settings and language options are available on the frontend side, country intelligence, and messenger service.
  Available languages: English, French, German, Italian, Spanish and Portuguese. Other languages are available upon request.
- **Product models** are available for steering account access to services.
- **Role-based access profiles** for system and account admins.
- **Branding and configuration** of the login page and user portal pages, the country intelligence PDFs, and messenger templates.
- **Add-on modules** are available on the system.

ADDITIONAL BROCHURES

Prospective clients may obtain the following brochures detailing the service offerings and supplementary modules upon request.

- **Traxess Software Hosting Service**
- **Traxess Country Intelligence Service**
- **Sentinel Security App**
- **Sentinel Travel Regulation Information Widget**
- **Sentinel Insurance Certificate Generator**
- **Sentinel E-Learning Module**
- **Sentinel Travel Policy Module**

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