Tour operating systems developer **JFA** backs Highlight for network proof of delivery

JFA Systems was founded in 1990, by a team that had experience in providing low cost and innovative IT solutions for travel companies as far back as 1979. The company developed FATS, was one of the first systems with transparent CRS connectivity. JFA was also at the forefront of web technology in the travel industry with the first internet booking being made in 1997, years ahead of its rivals.

JFA Systems, now a leading provider of tour operating systems, continues to deliver benefits from Highlight's network and application performance reporting service after six years of seamless service. Highlight enables JFA to ensure proof of delivery for its own business and for its tour operator clients which include the likes of Crystal Ski, Crystal Lakes and Mountains, Ski Esprit and Peak Retreats.

How Highlight is helping

JFA delivers a complete integrated holiday booking system for its tour operator clients with almost 80% relying on JFA for the full administration of their web systems including the tracking of hotel and flight bookings through to direct communication with passengers. Clients then use a content management system to update their sites.

"Highlight is invaluable – it is easy to set up and is accessible from any location."

Tim Havenhand
Technical Director, JFA Systems

Your network at a glance

Tim Havenhand, Technical Director at JFA Systems Ltd says: *"The graphical display of network activity can be understood at a glance and clearly shows any peaks and troughs. Whilst the daily management reports and alerts mostly show that everything is running smoothly, we do get the odd one that shows increased traffic – a useful indicator of high visitor times and a helpful confirmation of regular data transfers."*

Tim continues, *"We are thrilled to continue our partnership with Highlight after so many years. It's effectively a single pane of glass monitoring solution across all our IT services. It means we can be confident that our network and applications will perform, we can identify trends and can plan accurately for future capacity based on demand. It's also a continual check to ensure clients have ample bandwidth to access their hosted services."*

Antony Byford, Channel Sales Manager at Highlight *"We're delighted that JFA Systems has decided to continue working with us. The Highlight service has a number of benefits including financial."*

"Without Highlight we would have no visibility into how the services we deliver to our loyal clients are performing from their perspective."

For further information, please contact your account manager.
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