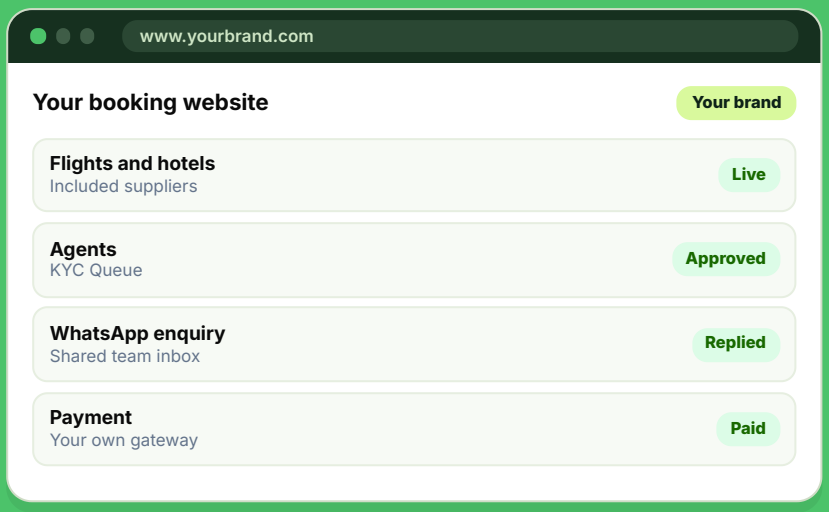
adivaha®



adivaha® travel technology

Travel technology for every way you sell.

One platform with your brand on it: booking engines, supplier connections, customer engagement, growth tools and the back office behind them.

Company and product brochure

2026

01 Sell · 02 Connect · 03 Engage · 04 Grow · 05 Run and protect

Certified and accredited

- Amadeus Global CAP Licence
- ISO 9001:2015 Certified
- IATA Accredited

www.adivaha.com · info@adivaha.com · WhatsApp +91 88514 77865

About adivaha®

WELCOME

adivaha® is a travel technology company. We build the software that travel businesses use to sell, to connect their suppliers, to talk to their customers, to grow, and to run the office behind every booking.

Everything sits on one platform with one back office, one customer record and one login. Your logo, your domain, your payment gateway and your customers. We stay in the background.

We believe in profitable, sustainable and enjoyable long-term relationships with everyone we work with.

Our mission

We put our investment where it matters most to our partners: products and services that grow their business and help them serve their travellers better.

We do not just give you access to supply. We are invested in your long-term success.

What we do, in five stages

01 Sell
Your own channels, in your brand.

02 Connect
Supply and content, ready.

03 Engage
Talk to every customer, automatically.

04 Grow
More buyers, more repeat trips.

05 Run and protect
The office behind the sale.

Trusted standards

- Amadeus Global CAP Licence
- ISO 9001:2015 Certified
- IATA Accredited

Where we are

India
252-E, 1st Floor, Sant Nagar, East of Kailash, New Delhi 110065

Europe
Via A. Ghisleri 55e, Cremona, Italy

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Who we serve

Built for every travel business model.

From a single-person agency to a large network, adivaha® adapts to your audience, your contracts and the way you sell. Start with one product and add the rest as you grow.

01 Travel agencies

Your own booking website and app with white label branding, and the tools to answer every enquiry fast.

Start with

- B2C Travel Booking Engine p.6
- Mobile App p.8
- WhatsApp Automation p.15
- Itinerary Builder p.10

02 OTAs and B2B networks

A sub-agent network with markups, credit and wallets, and supplier content that is connected and matched.

Start with

- B2B Travel Agent Portal p.7
- Connectors p.12
- Hotel Mapping API p.13
- Hunterz p.19

03 DMCs and inbound operators

Your contracts, partners and ground services in one suite, sold live to agents and travellers.

Start with

- DMC Software p.11
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04 Companies and travel desks

Employees book inside the travel policy, approvers decide step by step, and finance sees spend by team.

Start with

- B2E Corporate Booking Tool p.9
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05 Tour operators

Packages and tailor-made trips built fast, then marketed and followed up without extra hands.

Start with

- Itinerary Builder p.10
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06 Inventory owners

Series seats, hotel rooms, allotments and packages, sold on your own white label channels.

Start with

- B2B Travel Agent Portal p.7
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The platform at a glance

One back office. Every channel.

From the first search to the final invoice: five stages of a travel business, and the products that power each one. They share one back office, one customer record and one login.

01 Sell

Your own channels, in your brand.

- **B2C Travel Booking Engine** — Your travel website
- **B2B Travel Agent Portal** — For your agents
- **Mobile App** — Android and iOS
- **B2E Corporate Booking Tool** — For companies
- **Itinerary Builder** — Trips in minutes
- **DMC Software** — Ground services and packages

02 Connect

Supply and content, ready.

- **Connectors** — Suppliers in one search
- **Hotel Mapping API** — Matched hotel content

03 Engage

Talk to every customer, automatically.

- **Real-time Talking Avatar** — Coming soon
- **WhatsApp Automation** — Quotes and follow-ups
- **WhatsApp Calling CRM** — Calls and chats together
- **Social Automation** — Reels and posts
- **Lead Automation** — No enquiry missed

04 Grow

More buyers, more repeat trips.

- **Hunterz** — Find agencies to sell to
- **Loyalty Program** — Bring customers back
- **Promo Codes** — Offers on any channel

05 Run and protect

The office behind the sale.

- **CRM** — Every customer, one record
- **Finance** — Ledgers and invoices
- **Staff Management** — Team and roles
- **Operations and Helpdesk** — Changes and tickets
- **Business Automation** — Routine work, done
- **adivaha® Shield** — Website security

adivaha®

One back office, one customer record, one login

Bookings, payments, invoices, suppliers, customers and your team, shared by every product.

You sell on

Your website · Agent portal · Corporate tool · Mobile app · WhatsApp · Social channels · API

Start with one product

Pick the channel you need today and switch on more when you are ready. Everything you add joins the same back office.

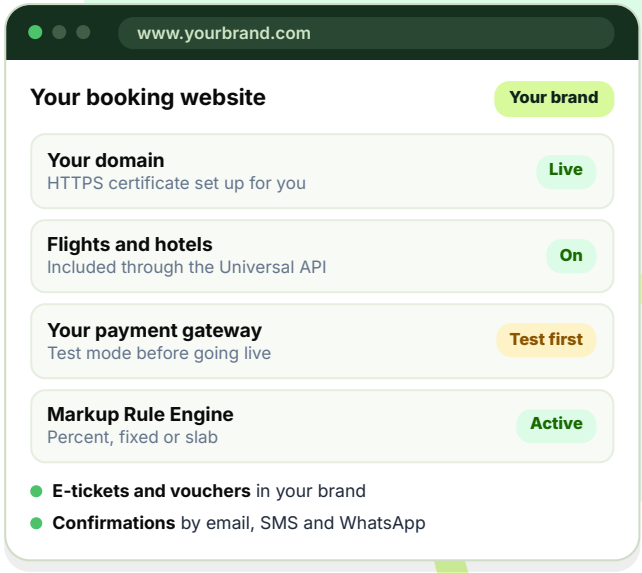
Your brand on every screen

Every channel is white label: your logo, your domain, your colours and your customers.

B2C Travel Booking Engine

Your own booking website, live on your domain

Sell flights, hotels, transfers, activities and packages to travellers under your brand. Your logo, your markup and your payment gateway, on a platform that is already running.



What it is

adivaha® B2C Travel Booking Engine is a white label booking website that lets travel agencies and tour operators sell flights, hotels, transfers, activities and packages to travellers on their own domain. Travellers search, pay through the agency's own payment gateway and get an e-ticket or voucher in the agency's brand, while the agency sets its own markup.

Who it is for

- Travel agencies
- Tour operators and DMCs
- New travel startups

Key benefits

01 Sell direct, keep the customer
Travellers book on your website, not on a big OTA. Their accounts and bookings stay in your own back office.

02 Earn on every booking
Set percent, fixed or slab markups. Your website prices include your profit straight away.

03 Start without supplier contracts
Hotels and flights are included through the adivaha® Universal API. Add your own supplier keys when you have them.

Key features

- **FrontOffice Templates.** Every card is a complete travel website. Click Activate and your website switches design at once.
- **Branding and your domain.** Upload your logo for light and dark backgrounds, set your colours, and map your domain with a CNAME or an A record.
- **Travel Suppliers.** Included suppliers are already on. Add your own test and live keys and tick what each supplier sells.

Without and with adivaha®

	Without	With adivaha®
Booking website	× Designers and developers for months	✓ **Ready FrontOffice Templates in your brand**
Flights and hotels	× Sign and integrate each supplier yourself	✓ **Included through the adivaha® Universal API**
Your profit	× Prices edited by hand	✓ **Markup Rule Engine on every search**
Payments	× Gateway integration and testing on your own	✓ **Activate your gateway, test, then go live**

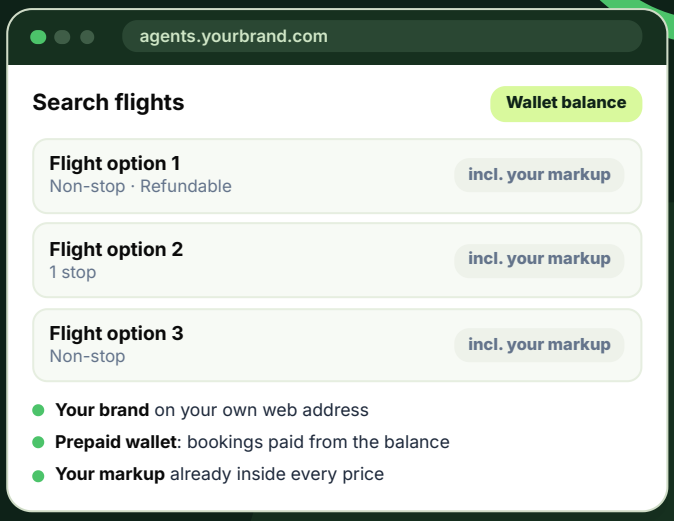
Scan or visit for the full page and the intro film
www.adivaha.com/how-to-start-an-online-travel-business.html

adivaha®

B2B Travel Agent Portal

Give your agents their own login. Keep the control.

Your sub-agents book on your inventory at your price. You approve them with KYC, set their markups and credit, and see every booking, payment and invoice in your back office.



What it is

adivaha® B2B Travel Agent Portal is a white label booking platform where travel agents and sub-agents log in, top up a wallet and book flights, hotels and more at the price you set. The host agency approves agents through KYC, sets markups per agent or group, and sees every booking, payment and invoice in one back office.

Who it is for

Consolidators and wholesalers
Sell to a network of travel agents with one price list and one back office.

DMCs
Let agents book your own hotels, transfers and tours live, at your markup.

Host agencies
Give every sub-agent a login, a wallet and their own reports.

Key benefits

01 More selling channels
Every agent in your network sells your flights, hotels and packages from their own login.

02 Commission on every agent booking
You set the price agents see, including your markup. Agents can add their own markup for their customers.

03 Money before the booking
Agents book from a prepaid wallet. A bank transfer top-up is added only after you check and approve it.

04 Control who can book
New agencies go through the KYC Queue before they get access to your inventory.

05 Less back-office work
Amendments, payment schedules, invoices and reconciliation sit in the same module as the bookings.

06 Reach every agency at once
Broadcast Email goes to all your agencies or one tier, and Notifications log every message sent.

How it works

1 Subscribe
Pick B2B on its own or together with B2C and the mobile apps.

2 Share your details
Your domain, your email ID and your company profile for the agent portal.

3 Brand Setup
Your B2B portal goes live on your own web address with your logo, markups and wallet rules.

4 Onboard your agents
Agents sign up, you approve their KYC, they top up their wallet and start booking.

Scan or visit for the full page and the intro film
www.adivaha.com/b2b-travel-agent-portal.html

adivaha®

03

01 Sell

Who it is for

- **Travel agencies**
  Keep repeat customers booking with you, in your own app.
- **B2C brands and OTAs**
  Add a mobile channel without hiring a mobile team.
- **B2B networks**
  Give agents who book on the go an app with your brand.

At a glance

01 **Built and published for you**
Our team publishes the app to the stores in your name.

02 **Nothing to keep in sync**
Same prices and inventory as your website.

03 **A direct line to customers**
Push messages to all app users or to one customer.

Scan for the full page and the intro film

www.adivaha.com/white-label-travel-mobile-app.html

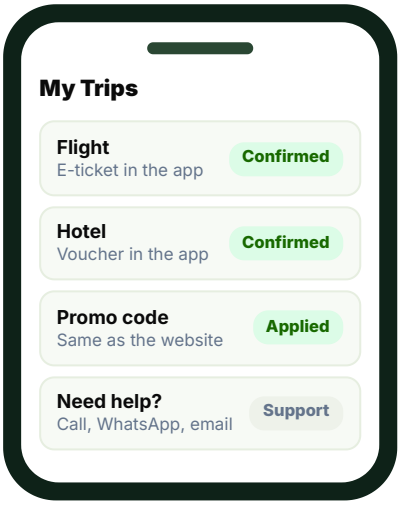
Mobile App (Android + iOS)

Your travel app on their phone. In your name, on both stores.

A travel app with your app name and logo on Google Play and the App Store, built and published for you. It runs on the same booking engine as your website, so there is nothing extra to keep in sync.

What it is

adivaha® Mobile App is a white label travel app for Android and iPhone that carries your app name, logo and colours and connects to the same booking engine as your website. Customers search, book, pay and keep their tickets and vouchers in the app, and you send push messages and set app markups from your back office.



Push Notification
Offer sent to all app users

Mobile APP markups
Your own price for the app

Google Play and App Store
Published in your name

Key features

- **Build your APP.** A six-step form with a live preview: app name, logo, colour palette, images and support contacts.
- **Flights and hotels in the app.** Customer login, search, booking and booking management in one app.
- **Push Notification.** Add an image and choose what opens on tap: the app, a reel, an order, or a screen such as Offers.
- **App dashboard.** Revenue, your markup, confirmed bookings, average booking value, and confirmation and cancellation rates, compared with the period before.

Without and with adivaha®

	Without	With adivaha®
App development	× A separate project for each platform	✓ **Included, published in your name**
Prices and inventory	× A second system to keep in sync	✓ **Same engine as your website**
Offers	× SMS blasts	✓ **Push messages to all users or one customer**
Changing the look	× A new app release	✓ **New colours and images on the next app open**

04

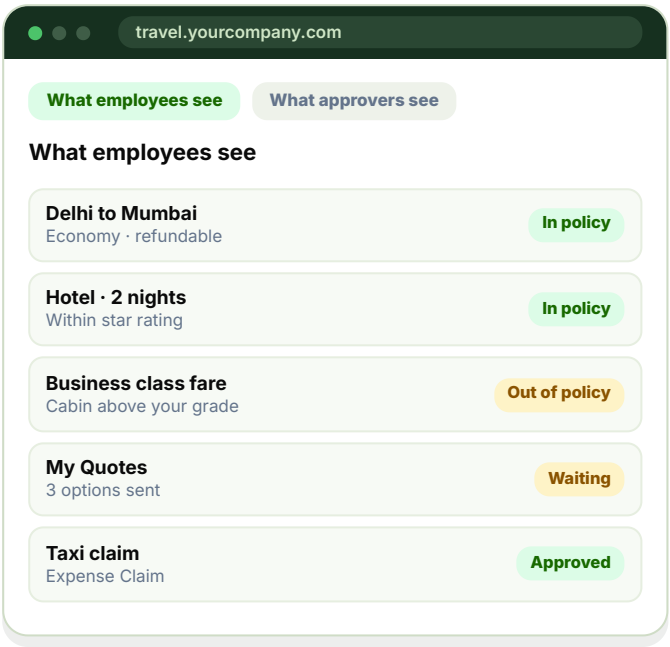
B2E Corporate Booking Tool

Employees book in minutes. Finance stays in charge.

Employees book flights, hotels, cars and transfers inside your travel policy. Approvers decide step by step in one inbox, and only the final approval charges the company wallet and books the trip.

What it is

adivaha® B2E is a corporate booking tool where employees book flights, hotels, cars and transfers for work inside their company's travel policy. Every result is checked against the policy, approvers decide step by step in an Approval Inbox, and only the final approval charges the company wallet and books the trip.



Who it is for

- **Companies.** Let employees book work trips themselves, inside your rules.
- **Travel management companies.** Run corporate accounts with policies, approvals and one bill per trip.
- **Finance teams.** See spend by cost center and keep every invoice and payment in one ledger.

Key benefits

01 **Fewer out-of-policy trips**
Offers outside the policy are marked in the results, with a red note that says why.

02 **No surprise spend**
Nothing is charged until the final approval. Reject stops the trip and nothing is charged.

03 **Faster approvals**
Approvers see the traveller, trip, price and the employee's reason on one card.

Key features

- **Travel Policies.** Rules for flights, hotels, cars and transfers: cabins, airlines, star ratings, refundable fares and how many days ahead to book.
- **Approval Workflows.** Steps go to a role, like finance, or to the traveller's reporting manager. Steps are decided one after another.
- **Approval Inbox and Delegations.** Approve or reject with a comment, and delegate to a teammate for set dates.

How it works

1 **Set up the company**
Fiscal year, time zone, policy defaults, the default approver chain and your branding.

2 **Add people and cost centers**
Add employees under Staff Management with their manager and department, then add cost centers.

3 **Write the rules**
Start with Add standard policy, adjust it, and build approval workflows.

4 **Book and approve**
Employees book, approvers decide, and the final approval books and charges the trip.

Scan or visit for the full page and the intro film
www.adivaha.com/corporate-travel-booking-tool-b2e.html

adivaha®

Itinerary Builder

From a customer's brief to a priced proposal, fast.

The AI drafts a day-by-day plan with hotels, flights, transfers and activities from the brief. You shape each day, and your customer gets a branded proposal with your markup already inside.

What it is

adivaha® Itinerary Builder is a trip planning tool that turns a customer's brief into a day-by-day itinerary with hotels, flights, transfers and activities. The AI fills in a first plan from the travellers, dates, mood and budget, the agent edits each day, and the proposal goes out with the total price and the agency's markup.

From enquiry to priced proposal

1. **Add the travellers**
   An existing customer or a new one, and a sub-agent if any
2. **Set the brief**
   Destinations, dates, mood, pace and an optional budget
3. **AI builds a draft**
   Create Draft and Build fills in a first plan
4. **Shape each day**
   Drag, add or remove hotels, flights, transfers and activities
5. **Send the proposal**
   Preview, send, and follow it through your Booking Stages

Who it is for

Travel agents · Tour operators · DMCs

Key benefits

01 **Quotes out in minutes**
Tailor-made quotes go out in minutes instead of a day.

02 **Your rules, every time**
AI Building Rules keep your know-how in every draft, such as the right way to travel between two cities.

03 **Your margin on every item**
A default markup covers items without their own rule, so nothing goes out at cost.

04 **A proposal customers trust**
Your logo, colour and footer on every proposal. Print it or save it as a PDF.

05 **From quote to booking**
Won trips move to Bookings with the invoice, what is paid, the balance and the due date.

Key features

- ✓ **Five-step New Itinerary.** Customer and sub-agent, origin and destinations, dates, party size, mood, budget and special requests.
- ✓ **AI first plan.** Mood, theme, pace, comfort level and interests shape what the AI suggests.
- ✓ **Day-by-day board.** One column per day with its hotel, transfers and activities, each with its price.
- ✓ **Proposal and 3D Quote.** The day-by-day plan, the total price and what you know about the traveller.
- ✓ **Customers.** Everyone you plan trips for, with contact details and trips.

Without and with adivaha®

	Without	With adivaha®
First draft	× Hours in a document	✓ **An AI first plan in the builder**
Pricing	× A calculator and a spreadsheet	✓ **Net price plus markup, added up for you**
House rules	× Remembered by one person	✓ **AI Building Rules followed every time**
Proposal	× A plain document	✓ **Branded proposal, PDF and 3D Quote**

Scan or visit for the full page and the intro film
www.adivaha.com/travel-itinerary-builder.html

adivaha®

DMC Software

Your contracts, your rates, sold live everywhere.

Load your hotels, transfers, tours, packages and more with your contract rates. Agents and travellers book them live, and you run dispatch, departures, vouchers and partner payouts from one back office.

From contract to payout

1. **Load the contract**
   Rate plans by season, occupancy, cancellation rules
2. **Set allotments**
   Rooms or seats left per day on the calendar
3. **Agents and travellers book**
   Live, at the price you set
4. **Run the trip**
   Dispatch Board, departures, vouchers
5. **Pay your partners**
   One statement per partner and currency

What it is

adivaha® DMC Software is a destination management system where DMCs and tour operators load their own hotels, transfers, excursions, packages, buses, cars, cruises, ferries, flight contracts, visas and insurance with their contract rates. Agents and travellers book that inventory live, and the DMC runs dispatch, departures, vouchers and partner payouts from one back office.

Who it is for

DMCs
Manage your partners, hotels and ground services in one place.

Inbound tour operators
Build packages with fixed departures and sell every date.

Transport and activity operators
Run your own transfers, buses, cars, excursions, cruises or ferries.

Key benefits

01 **Your product, sold everywhere**
Your own contracted product is sold to agents and travellers alike.

02 **No overbooking**
Allotments, the inventory calendar and stop sales keep what you sell in line with what you have.

03 **Smooth ground operations**
The Dispatch Board assigns a driver and a car to every ride and follows it to the drop-off.

04 **Partners paid right**
One payout statement per partner and currency, with your commission and tax shown.

05 **Prices that move with demand**
Yield Rules and promotions such as early bird or last minute adjust prices for you.

06 **Learn the tools once**
Allotments, reviews, group bookings, promotions and messages work the same way on every product.

How it works

1. **Add your partners**
   Create each DMC with its commission, tax and payout terms, and collect its KYC.
2. **Load your inventory**
   Add hotels, transfers, excursions, packages or any other product with your contract rates.
3. **Set prices and rules**
   Seasons, allotments, cancellation policies, promotions and yield rules.
4. **Sell and operate**
   Agents and travellers book live, and you run dispatch, vouchers and payouts.

Scan or visit for the full page and the intro film
www.adivaha.com/dmc-travel-software.html

adivaha®

07

02 Connect

Who it is for

- **OTAs and agencies** Use the supplier contracts you already have on your own platform.
- **Consolidators** Combine several sources and resell them to agents.
- **Developers** Build on one platform instead of integrating every supplier yourself.

At a glance

01 **Your contracts, live** Your own keys bring your contracted rates into your search.

02 **Tested before live** Search, book, cancel and refund in the sandbox first.

03 **Problems seen early** Health status and error badges for every supplier.

Scan for the full page and the intro film

www.adivaha.com/travel-supplier-api-connectors.html

Connectors (Supplier and API Connections)

Plug in a supplier. Sell it on every channel.

Add your own supplier keys or use the included adivaha® suppliers. One search shows them all, on your website, agent portal, corporate tool and apps, after you test each one in a sandbox.

What it is

adivaha® Connectors is the supplier connection layer of the adivaha® platform. It links GDS, NDC airlines, consolidators, bedbanks and activity suppliers to one search, using your own supplier keys or the included adivaha® suppliers, so your website, agent portal, corporate tool and apps all sell from the same inventory.



Key features

- **Travel Suppliers catalogue.** Every supported supplier as a tile, with its own credentials form.
- **Test and live credentials.** Keys are stored encrypted. Configure takes your test and your live keys.
- **Product mapping.** Choose which products each supplier sells on your platform.
- **Test playground.** Search, quote, book, cancel and refund in the sandbox before going live.

Without and with adivaha®

	Without	With adivaha®
New supplier	× A custom integration project	✓ **Add keys to a ready connector**
Testing	× Testing on live bookings	✓ **Sandbox playground before go-live**
Inventory	× One supplier per website	✓ **All suppliers in one search**
Supplier problems	× Found by customers	✓ **Health status and error badges**

08

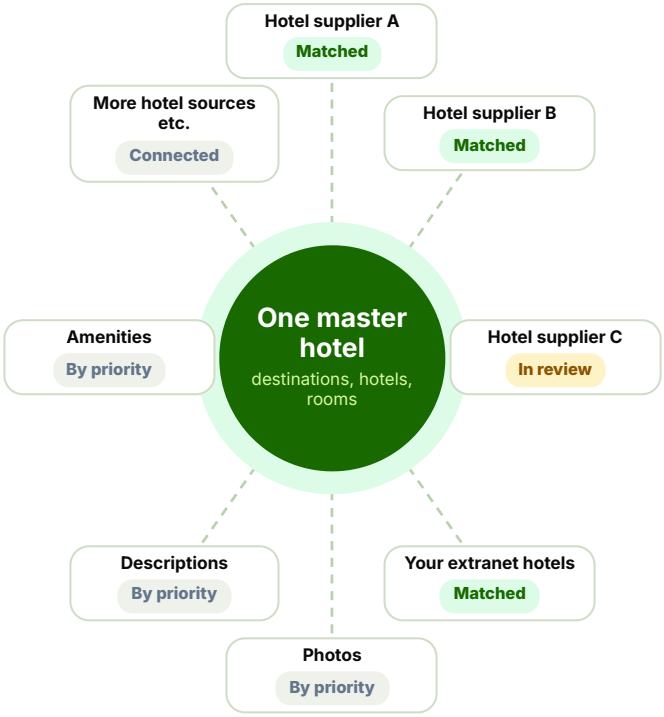
Hotel Mapping API

Same hotel, many copies? Show it once, done right.

Match the same hotel from every supplier and your own extranet into one clean master listing. Your team checks the matches, you choose whose photos come first, and your apps get it all by API.

What it is

adivaha® Hotel Mapping API matches the same hotel coming from different suppliers and your own extranet into one master listing, so customers see one clean hotel instead of several copies. It reconciles destinations, hotels and rooms, lets your team confirm or reject suggested matches in review queues, and serves the result by API.



Who it is for

- **Multi-supplier sellers.** Anyone who connects two or more hotel suppliers.
- **OTAs.** Show clean, single hotel listings across all sources.
- **Developers.** Use mapped hotel data in your own search through the API.

Key benefits

01 **No duplicate hotels**
Customers see one hotel instead of the same property from several suppliers.

02 **Better content**
Choose whose photos, descriptions and amenities come first.

03 **Human checks where needed**
Your team confirms or rejects suggested matches in review queues.

Key features

- **Dashboard.** An overview of mapping progress and activity.
- **Master data.** Destinations, hotels and rooms in one master list.
- **Content Library.** Photos, descriptions and amenities from every source.

How it works

1 **Connect your hotel sources**
Supplier hotel APIs and your extranet feed the mapping.

2 **Review suggested matches**
Confirm, reject or edit pairs in the review queues.

3 **Set content priority**
Choose which supplier's photos and descriptions are shown first.

4 **Use the master list**
Your search shows one listing per hotel, and your apps can call the API.

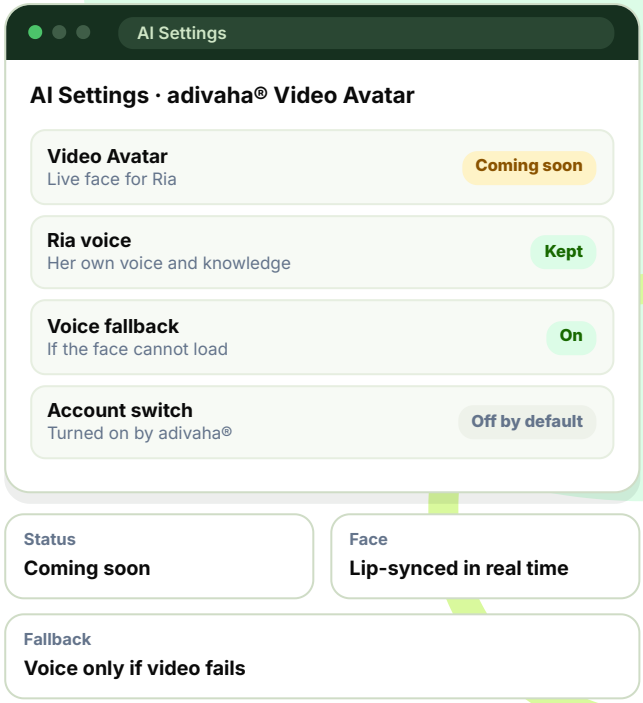
Scan or visit for the full page and the intro film
www.adivaha.com/hotel-mapping-api.html

adivaha®

Real-time Talking Avatar

Ria is getting a face. Be first in line.

A live, lip-synced video face for Ria, your AI travel assistant, coming soon. Ria keeps her own voice and knowledge. WhatsApp us to ask for early access.



What it is

adivaha® Real-time Talking Avatar is an upcoming feature that gives Ria, the adivaha® AI travel assistant, a live video face. The avatar speaks with lip-synced video in real time on calls and chat, while Ria keeps her own voice and knowledge. It is coming soon and customers cannot switch it on yet.

Who it is for

- Travel brands with web chat
- Agencies that sell by voice
- Early adopters

Key benefits

01 A human feel
Customers will see who is talking to them, not only a text box or a voice.

02 Same answers, now with a face
The avatar adds a face. What Ria knows and how she answers stay the same.

03 No dead ends
If the video cannot start, the conversation carries on by voice.

04 You decide when
It stays off until it is switched on for your account.

05 Built on Ria
Ria already answers by voice on the website and in the mobile app. The face is the next layer.

Key features

- **Lip-synced face.** The avatar's lips move with Ria's voice.
- **Real time.** The video streams back live while Ria speaks.
- **Voice fallback.** If anything is missing, Ria works exactly as before, voice only.
- **Per-account switch.** Off by default. adivaha® turns it on for an account, and can turn it off for one tenant.
- **Secure session.** The session is created on adivaha® servers, so no key ever reaches the browser.

Without and with adivaha®

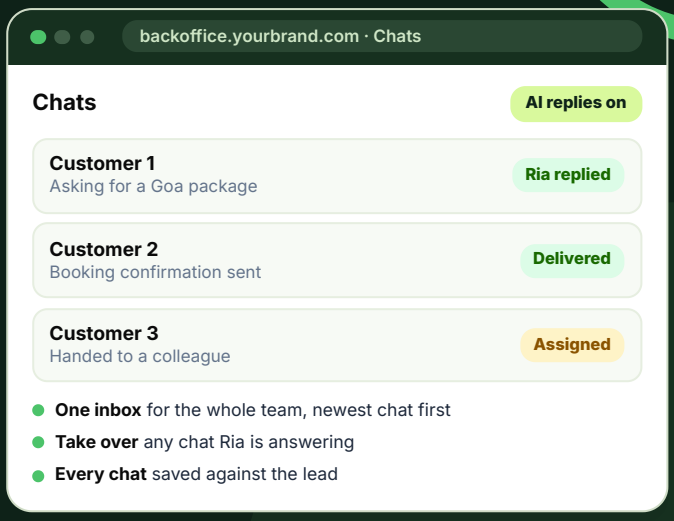
	Without	With adivaha®
Website chat	× A text box	✓ A face that speaks (coming soon)
Voice assistant	× Voice only	✓ Voice plus a lip-synced face
If video fails	× A broken conversation	✓ Ria carries on by voice
Setup	× A separate avatar vendor to manage	✓ Part of adivaha® AI Settings

Scan or visit for the full page and the intro film
www.adivaha.com/real-time-talking-avatar.html

WhatsApp Automation

Every WhatsApp enquiry answered. Even after office hours.

One shared WhatsApp inbox for your whole team. Ria replies when you want her to, booking updates go out on their own, and anyone on your team can take over a chat.



What it is

adivaha® WhatsApp Automation is a WhatsApp CRM for travel businesses that answers enquiries, sends booking and payment updates and runs campaigns from one shared team inbox. Ria, the adivaha® AI assistant, can reply on WhatsApp, your team can take over any chat, and every conversation is saved against the lead.

Who it is for

Travel agencies
Answer the customers who ask on WhatsApp first.

Tour operators
Send quotes, confirmations and reminders where customers read them.

B2B hosts
Reach your agents with updates and campaigns on WhatsApp.

Key benefits

01 Faster replies
Enquiries get an answer on WhatsApp quickly, also outside office hours.

02 Nothing gets lost
Every chat is saved against the lead, with your team's notes.

03 Real teamwork
Assign chats, hand them to a colleague, and star the messages that matter.

04 Updates sent for you
Booking and payment updates go out on WhatsApp without anyone typing them.

05 Campaigns that feel personal
Send to a label or segment, with the customer's name in the message.

06 You stay in control
Pause every AI reply at once, or set how long the AI waits before it answers.

How it works

1 Connect WhatsApp
Add your WhatsApp provider in Connectors, or link your team's WhatsApp Web sessions.

2 Add templates and contacts
Set up your message templates and import your contacts.

3 Choose your automation
Turn on booking updates and decide how and when Ria replies.

4 Work the inbox
Your team answers, assigns and follows up from one place.

Scan or visit for the full page and the intro film
www.adivaha.com/whatsapp-automation-for-travel.html

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03 Engage

Who it is for

- **Travel sales teams**
  Call more customers with less admin after each call.
- **Agencies that sell on WhatsApp**
  Move from chat to a call in the same app.
- **Holiday desks**
  Keep every call, transcript and follow-up together.

At a glance

01 **Know them before you dial**
The customer record is on screen before you press Call.

02 **Help while you talk**
A script and a coach keep the call on track.

03 **No notes to write**
A live transcript runs, and updates are suggested after.

Scan for the full page and the intro film

www.adivaha.com/whatsapp-calling-crm.html

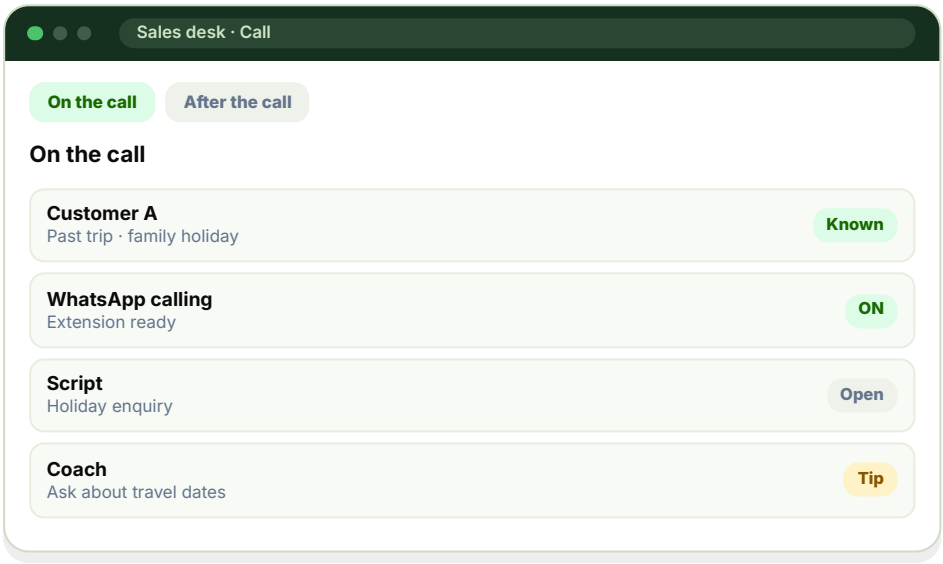
WhatsApp Calling CRM

Pick up the call ready. Put it down with nothing to type.

Your team calls customers over WhatsApp from WhatsApp Web, with the customer, a script, a live transcript and a coach on screen. After the call, the desk suggests what to update.

What it is

adivaha® WhatsApp Calling CRM is a sales desk for travel teams that places calls to customers over WhatsApp from WhatsApp Web, through the adivaha® browser extension. While your salesperson talks, the desk shows the customer record, a script, a live transcript and a coach, and suggests what to update after the call.



Key features

- **Sales desk.** A dial pad for any number with the country code, and the call screen.
- **Customer, script and coach.** Everything a salesperson needs, on one call screen.
- **Live transcript.** Words appear as you talk, and the transcript is kept under Transcripts.
- **After-call suggestions.** The desk suggests what to update in the CRM after the call.
- **Follow-ups and meetings.** Today's callbacks and meetings, plus recent desk calls.

Without and with adivaha®

	Without	With adivaha®
Who is calling whom	× A number and a guess	✓ **The customer record before you call**
What to say	× From memory	✓ **A script and a coach on screen**
Call notes	× Typed after, or never	✓ **A live transcript and suggested updates**
Daily plan	× A paper list	✓ **Today's follow-ups and meetings on the desk**

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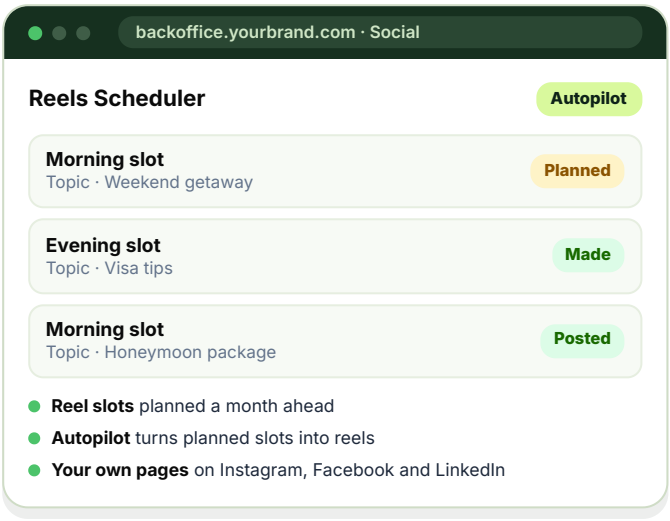
Social Automation

Post travel reels every week. Without a video team.

Reels and explainer videos with voice, captions and music are made in your studio. Plan them on a scheduler, check the plan, and post them to your own Instagram, Facebook and LinkedIn pages.

What it is

adivaha® Social Automation is a video and post studio for travel brands. It makes short vertical reels and longer explainer videos with voice, captions and music, plans reels on a Reels Scheduler with an Autopilot switch, and posts to connected Instagram, Facebook and LinkedIn accounts, with an approval queue for posts.



Who it is for

- **Travel agencies.** Stay visible on social media without hiring a video team.
- **Tour operators.** Show your destinations and packages in short reels.

Key benefits

01 Post steadily without a studio
Reels and explainers are made for you, with voice, captions and music.

02 Your facts only
Scripts use only the facts of each topic, so claims stay true to your business.

03 See the plan before it is made
Check every sentence and its shot first. Nothing is rendered until you say so.

04 Answer comments
Ria can reply to comments on your connected Facebook Page and LinkedIn page.

Key features

- **All Reels.** Every reel with filters for in app and not in app, and a Show in app switch.
- **Reels Scheduler.** Slots for the next 30 days. Click a slot to set the topic, headline, audience and angle.
- **Autopilot.** When it is on, planned slots are made into reels for you.
- **Explainer Videos.** 16:9 videos from your script, with a length estimate and a choice of video template.

How it works

1 Connect your channels
Sign in with the accounts that own your channel and social pages.

2 Set your brand
Fill in the Brand Kit and pick your video templates.

3 Plan or switch on Autopilot
Plan reel slots yourself, or let Autopilot pick topics.

4 Review and post
Check the plan, make the video, and post it to your channels.

Scan or visit for the full page and the intro film
www.adivaha.com/social-media-automation-for-travel.html

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Lead Automation

Write to each lead about what they click. Hand them over when they reply.

Every click picks the next email topic. Any reply stops the emails and passes the person to your team, and a click on pricing or a trial becomes a task for the lead owner.

From click to handover

1. **Lead enters**
   The first email covers your main products in priority order
2. **Lead clicks**
   That feature becomes the next email topic
3. **Silence steps back**
   No clicks moves the topic one level up
4. **Hot click**
   Pricing, trial or talk to our team creates a task
5. **Lead replies**
   Emails stop and your team takes over

What it is

adivaha® Lead Automation, also called Lead Brain, is a follow-up engine that emails each lead about the product they show interest in. A click on a feature makes it the next topic, any reply stops the emails and hands the person to your team, and a strong-intent click such as pricing creates a task for the lead owner.

Who it is for

Businesses with many leads · Sales teams · B2B hosts

Key benefits

01 **Emails people want to read**
The next email is about the product the lead clicked, not a random mailer.

02 **Never mail someone who replied**
Any reply stops the follow-ups and hands the person to your team.

03 **Hot leads reach a person**
Clicks on pricing or a trial create a high-priority task for the lead owner.

04 **Respect every opt-out**
Unsubscribes, bounces and dead domains stop the emails.

Key features

- ✓ **Topic walk.** Clicks move a lead down to a feature, and silence moves them back up to the main topics.
- ✓ **Reply stop and handoff.** A reply, a logged call or meeting, or a new enquiry stops the drip and creates a CRM task.
- ✓ **Call and meeting requests.** An enquiry that asks for a call or a meeting stops the drip too.
- ✓ **Strong-intent tasks.** One task per person for pricing, trial or talk to our team clicks, and the drip pauses while it is open.

Without and with adivaha®

	Without	With adivaha®
Follow-up topic	× The same mailer for everyone	✓ **The product each lead clicked**
After a reply	× More drip emails	✓ **Emails stop and the lead goes to your team**
Hot clicks	× Nobody is told	✓ **A high-priority CRM task**
Opt-outs	× Checked by hand	✓ **Unsubscribe and bounce stop the emails**

Scan or visit for the full page and the intro film
www.adivaha.com/travel-lead-automation.html

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Hunterz

New agencies near you, found and messaged for you.

Hunterz finds nearby travel agencies and businesses from map listings, keeps their details, and queues your promos by WhatsApp and email. It never steps on a conversation your CRM is already having.



What it is

adivaha® Hunterz is a lead-generation tool that finds nearby travel agencies and businesses from map listings, stores rich data on each one, and queues promotional WhatsApp and email messages. It respects conversations already running in your CRM queues, and keeps a blacklist of numbers that are never messaged.

Who it is for

B2B hosts
Grow your agent network in your own city and nearby.

Travel technology resellers
Find agencies that need a website, an agent portal or an AI website.

Sales teams
Fill the pipeline with agencies without manual research.

Key benefits

01 A steady list of prospects
Find travel agencies and businesses near you without buying lists.

02 Rich data on each one
Every agency found is stored with its details, ready for your team.

03 Promos without the busywork
Queue WhatsApp and email promos instead of sending them one by one.

04 No clashing messages
Agencies already in a CRM conversation are not sent a promo on top.

How it works

1 Add your API key
Hunterz starts fetching agencies once the key is in place.

2 Set your targeting
Choose the area, the kind of business and your message templates.

3 Review the agencies
Check and edit the agencies found.

4 Queue your promos
Promos go out by WhatsApp and email, respecting your CRM queues.

Scan or visit for the full page and the intro film
www.adivaha.com/hunterz-travel-agency-lead-finder.html

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04 Grow

Who it is for

- **Travel agencies**
  Give travellers a reason to book with you every time.
- **B2B hosts**
  Reward your agents with points and tiers.
- **Multi-supplier businesses**
  Recognise the suppliers and partners you work with most.

At a glance

01 **More repeat bookings**
Every booking earns points for the next one.

02 **Growth by referral**
Both sides earn when the friend qualifies.

03 **Every balance traceable**
A ledger that is only added to, never changed.

Scan for the full page and the intro film

www.adivaha.com/travel-loyalty-program.html

Loyalty Program

Give travellers a reason to book with you again.

Members earn points on every booking, move up tiers, refer friends and win badges. They redeem points at checkout, and every point movement is on record.

What it is

adivaha® Loyalty Program is a points engine for travel businesses that rewards customers, agents and suppliers. Members earn points on bookings, move up tiers by lifetime points, refer friends and win badges, then redeem points at checkout. Every point movement is recorded in a ledger that is only added to, never changed.

Earn, tier, redeem

1. **Member books**
   An account opens on its own with the first points
2. **Points are earned**
   Welcome bonus or a share of every purchase, per service
3. **Tier moves up**
   Ranked by lifetime points, checked on every point earned
4. **Bonuses add up**
   Badges, missions and referrals
5. **Points redeemed**
   Used at checkout on a later booking

Key features

- **Dashboard.** Members, points held, earned and redeemed, active tiers and rules, and today's activity.
- **Accounts.** One line per member with type, tier and balance. An account opens on its own with the first points.
- **Ledger.** Every movement, earned, redeemed, adjusted or expired, with the booking or order it came from.
- **Tiers.** Rank members by lifetime points, checked on every point earned.

Without and with adivaha®

	Without	With adivaha®
Repeat customers	× Hope they come back	✓ **Points and tiers that reward them**
Referrals	× Word of mouth only	✓ **Referral codes with points for both sides**
Point balances	× Spreadsheets	✓ **A ledger that is only added to**
Liability	× Unknown	✓ **Reports on liability, expiry and breakage**

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Promo Codes

Run offers that sell more. Without giving away your margin.

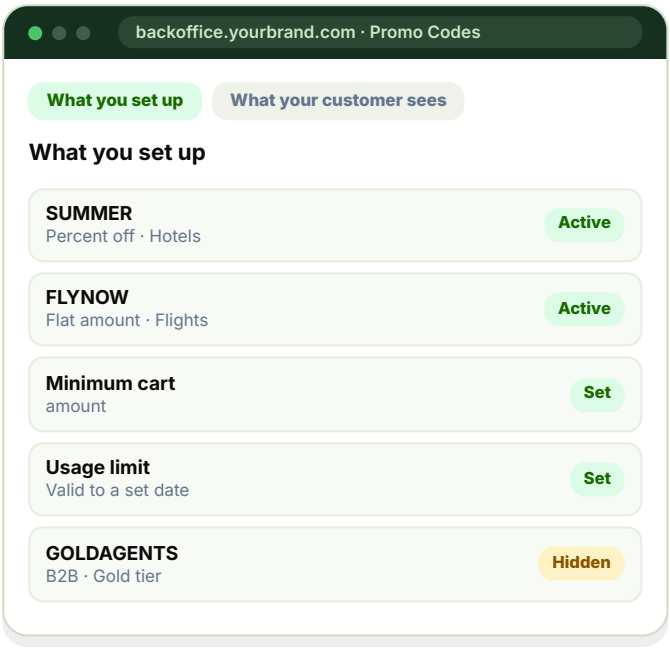
Create percent-off or flat-amount codes with limits that protect your margin. One code works on your website, your agent portal and your app.

What it is

adivaha® Promo Codes is the discount code tool of the adivaha® booking platform. You create percent-off or flat-amount codes for your checkout, limit them to a product, set a minimum cart, a maximum discount, a usage cap and dates, and the same codes work on your website, your agent portal and your mobile app.

Who it is for

- **B2C websites.** Run seasonal offers for travellers at checkout.
- **B2B hosts.** Give special codes to one agency tier or one agency.
- **Marketing teams.** Launch, track and close offers without help from developers.



Key benefits

01 Run offers in minutes
Type a code, pick the discount and save. It works on your website straight away.

02 Protect your margin
Minimum cart, maximum discount and the below-cost guard keep offers profitable.

03 Target the right buyers
Limit a code to one product, or on B2B to one agency tier or one agency.

04 Private codes
Hide a code from the offers list and share it only with chosen customers.

Key features

- **Promo box switch.** Show or hide the promo box on your checkout. Your codes are kept either way.
- **Percent or flat amount.** Choose the type, enter the amount, and see a quick preview on a sample cart.
- **Product scope.** Pick the product a code works on, or Any product.
- **Safety limits.** A minimum cart total and a maximum discount per code.

How it works

1 Create the code
Type the code your customers will enter and a short note for your team.

2 Set the discount
Percent off or flat amount off, and the product it works on.

3 Add limits and dates
Minimum cart, maximum discount, usage limit and valid dates.

4 Save and share
Click Save Promo and share the code with your customers or agents.

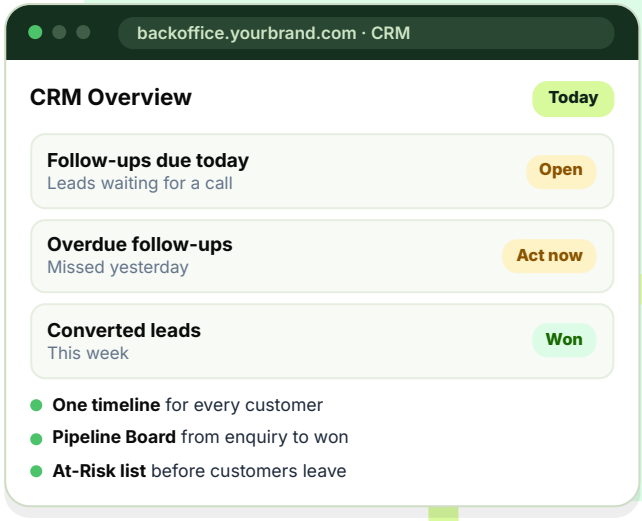
Scan or visit for the full page and the intro film
www.adivaha.com/travel-promo-codes.html

adivaha®

CRM

Know who to call today. Before they book elsewhere.

Every customer's profile, chats, quotes and bookings in one record. Follow each lead from enquiry to won, and see who is at risk before they leave.



What it is

adivaha® CRM is a customer and sales system for travel businesses. It keeps every customer's profile, contacts, travel preferences and activity timeline in one record, runs the lead pipeline from enquiry to won, turns inquiries into quotations and sales orders, and scores customer health so you reach customers at risk first.

Who it is for

- Agencies with a sales team
- Tour operators
- Corporate travel desks

Key benefits

01 Fewer lost leads
Follow-ups due today and overdue are counted on the first screen.

02 Full history per customer
Every note, message and booking event sits on the customer's timeline.

03 A pipeline you can see
Drag leads across stages and see the chance of winning at each one.

04 Quote to order without gaps
Inquiries, proposals, quotations and sales orders follow one path to the invoice.

Key features

- **CRM Overview.** Leads, customers, follow-ups, pipeline by stage and lead sources, for today, this week, month or year.
- **Customers and Companies.** Segment tabs such as VIP, corporate or family, and business customers with their people.
- **Groups, tags and timeline.** Organise customers with coloured groups and tags, and see recent activity across all of them.
- **Leads and Pipeline Board.** Filter leads by stage, source, priority and owner, and drag cards between stages.

Without and with adivaha®

	Without	With adivaha®
Customer history	× Spread across phones and inboxes	✓ One timeline per customer
Follow-ups	× Remembered, sometimes	✓ Counted daily on the Overview
Pipeline	× A spreadsheet	✓ A drag-and-drop Pipeline Board
Quotes	× Documents by email	✓ Quotations with status and validity

Scan or visit for the full page and the intro film
www.adivaha.com/travel-crm.html

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Finance

Every booking in your books. Every month closed clean.

Invoices from B2B, B2C, the app, corporate travel, the gift store and sales land in one set of books. See what each booking earned, match your bank and lock the month with an audit trail.

From booking to closed month

1. **Booking is invoiced**
   From any channel, into All Invoices
2. **Payment is split**
   Your revenue, GST owed and supplier money
3. **Bank is matched**
   Statement import as Excel or CSV
4. **Suppliers are paid**
   Payout batches approved before money moves
5. **Month is locked**
   Review, approve and close with an audit trail

What it is

adivaha® Finance is the accounting module of the adivaha® travel platform. It brings invoices from B2B, B2C, the app, corporate travel, the gift store and sales into one set of books, splits each payment into revenue, GST and supplier money, matches bank statements, tracks what customers and suppliers owe, and closes the month with an audit trail.

Who it is for

Agency owners
See profit, cash and what you are owed on one screen.

Accountants
Post journals, reconcile banks and close the month in the same system the bookings live in.

Travel groups
Keep books for each legal entity with its own base currency and tax registrations.

Key benefits

01 **Know your real profit**
Booking profitability shows what each booking earned after tax, supplier cost and gateway fees.

02 **Close the month on time**
The accountant workspace lists what needs work today, and Review and month close locks the period.

03 **Collect faster**
Receivables by age and an overdue list where you log calls, promises and disputes.

04 **Pay suppliers with control**
Payout batches need approval before any money moves.

05 **Tax-ready books**
Sales and purchase registers and tax payments by period, ready for your returns.

06 **One truth for every channel**
Invoices from B2B, B2C, app, corporate travel and the gift store land in one place.

How it works

1. **Set up your books**
   Add your legal entity, base currency, tax registrations and finance settings.
2. **Connect your money**
   Link bank accounts to their ledgers and see gateway settlements.
3. **Run the day**
   Record receipts, approve expenses and bills, and match bank lines.
4. **Close the month**
   Review what is open, approve, and lock the month.

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www.adivaha.com/travel-finance-accounting-software.html

adivaha®

19

05 Run and protect

Who it is for

Growing agencies
Run HR in the same system your team already works in.

Multi-branch companies
Manage people across offices, branches and remote sites.

B2E users
Keep the employee list that corporate travel policies and approvals depend on.

At a glance

01 **One profile per person**
From probation to separated, with every detail in one place.

02 **Reviews built on data**
Task scores feed monthly and yearly performance.

03 **No missed renewals**
Alerts arrive before passports and licences expire.

Scan for the full page and the intro film

www.adivaha.com/travel-staff-management-hr.html

Staff Management

Run your whole team from your back office

~~not from registers and spreadsheets~~

Employees, attendance, leave, tasks, documents and payroll sit in the same system you sell from. From the joining day to the final settlement, every step has its own screen.

What it is

adivaha® Staff Management is the HR module of the adivaha® platform. It holds employees, departments, grades and shifts, tracks attendance and leave, keeps documents and letters, assigns tasks with performance scores, and runs payroll, hiring, assets, onboarding and exits, so a travel business manages its team in the same back office it sells from.

How an HR day runs now

MORNING
Punches land in one log
App and biometric punches show who is in today on the HR Dashboard.

MIDDAY
Leave decided in a click
Requests arrive with the balance shown, ready to approve or reject.

AFTERNOON
Tasks assigned and scored
Priority, difficulty, hours and due date on each task, scored when done.

EVENING
A document alert before it is late
A paper close to expiry is flagged, with time to renew it.

Key features

- **HR Dashboard and Announcements.** Employees, departments, open jobs, pending leaves, who is in today, and pinned news.
- **Organisation setup.** Departments, designations, grades with salary ranges, locations, shifts and an org chart.
- **All Employees.** Your team by status, from probation to separated, with a full profile for each.
- **Attendance.** Daily log, biometric devices, monthly summary, overtime and regularization requests.
- **Holidays and leave.** Holiday lists, a company calendar, leave requests, balances and leave types.

Without and with adivaha®

	Without	With adivaha®
Employee records	× Files and folders	✓ **One profile per employee**
Attendance	× Paper registers	✓ **App and biometric punches in one log**
Leave	× Emails to the manager	✓ **Requests, balances and approvals**
Performance	× Opinions	✓ **Task scores and yearly performance**

Operations & Helpdesk

20 Every booking looked after until the trip is done.

Queues for confirmations, changes, cancellations, vouchers and documents, plus support tickets from every channel with SLA tracking. Your team works it all from one desk.

What it is

adivaha® Operations and Helpdesk is the after-booking desk of the adivaha® platform. Operations queues track pending confirmations, supplier requests, amendments, cancellations, vouchers, documents and departures, while the Helpdesk handles support tickets from every channel with SLA rules, routing, a knowledge base, canned responses and automation rules.

Who it is for

- **Operations teams.** Look after every booking from confirmation to departure.
- **Support teams.** Answer every customer question and track it until it is solved.
- **High-volume agencies.** Keep control when bookings and tickets grow.

From booking queue to trip done

1. **Booking comes in**
   Pending Confirmations until the supplier confirms
2. **Changes handled**
   Amendment and Cancellation queues with charge and refund
3. **Vouchers issued**
   Voucher and document queues cleared
4. **Departure tracked**
   Service Tracking with supplier, status and PNR
5. **Questions answered**
   Helpdesk tickets solved within SLA

Key benefits

01 **Nothing slips through**
Each queue shows exactly which bookings still need a confirmation, a voucher or a document.

02 **Ready for departure day**
Service Tracking shows every booking leaving in the next seven days.

03 **Answers on time**
SLA rules, escalations and breach reports keep response times honest.

04 **Less repetitive typing**
Canned responses and macros handle common questions in one click.

Key features

- **Operations Dashboard.** Pending confirmations, amendments, today's departures and SLA breaches, with quick links.
- **Confirmation and supplier queues.** Bookings waiting for the supplier to confirm, and anything sitting with a supplier.
- **Amendment and Cancellation queues.** Changes that need action, and cancelled bookings with the charge and refund due.
- **Voucher and document queues.** Confirmed bookings still waiting for vouchers or travel documents.

How it works

1. **Set categories and SLAs**
   Add ticket categories, priorities and SLA rules.
2. **Connect your channels**
   Tickets arrive from your portal, web, API and WhatsApp.
3. **Automate the routine**
   Turn on routing, auto-assignment and lifecycle rules.
4. **Work the queues**
   Your team clears ops queues and tickets from one desk.

Scan or visit for the full page and the intro film
www.adivaha.com/travel-operations-helpdesk.html

adivaha®

Business Automation

Let rules move the routine work

~~not a manager chasing every ticket~~

Tickets get assigned and closed on time, unanswered quotes get a follow-up, hot leads reach their owner, and AI drafts wait for your approval. Your team spends its time on customers.

What it is

adivaha® Business Automation is the set of rules across the adivaha® platform that move routine work along without manual steps. Helpdesk Automation Rules, Auto-Assignment and Ticket Lifecycle handle support tickets, Sales Automation Rules schedule follow-ups, and the Lead Brain hands hot leads to your team, while AI drafts wait for approval.

What the rules do while your team works

MORNING
New tickets already shared out
Auto-Assignment hands each ticket to an agent before anyone sorts the inbox.

MIDDAY
A quote goes quiet
A Sales Automation Rule schedules the follow-up call for the owner.

AFTERNOON
A late reply is caught
The SLA monitor counts the breach and an escalation rule moves the ticket up.

EVENING
Old tickets tidied up
Resolved tickets close themselves, and a customer reply reopens them.

Who it is for

Support teams · Sales teams · Operations managers

Key benefits

01 **Tickets reach the right person**
New tickets are assigned automatically, with a limit per agent.

02 **No forgotten tickets**
Resolved tickets close themselves, and a customer reply reopens them.

03 **Follow-ups that happen**
Sales rules schedule the next call when a quote goes unanswered.

04 **Response times on watch**
SLA monitors and escalation rules flag what is running late.

Key features

- **Helpdesk Automation Rules.** If this, then that rules for ticket workflows.
- **Auto-Assignment.** Round robin, least loaded or random, with a limit per agent.
- **Ticket Lifecycle.** Auto-close after some hours, reopen on reply, and agent reminders.
- **Escalation Rules and Macros.** Move tickets up on SLA breach, and apply several actions in one click.

Without and with adivaha®

	Without	With adivaha®
Assigning tickets	× A manager does it by hand	✓ **Auto-Assignment rules**
Closing tickets	× Left open for weeks	✓ **Ticket Lifecycle closes and reopens them**
Unanswered quotes	× Forgotten	✓ **A follow-up scheduled by a rule**
Late responses	× Noticed by the customer	✓ **SLA monitor and escalations**

Scan or visit for the full page and the intro film
www.adivaha.com/travel-business-automation.html

adivaha®

adivaha® Shield

See every attack on your booking site

~~not buried in server logs~~

adivaha® Shield records SQL injection, script and other attack requests on your websites and your sub-accounts' websites. You see who sent them, what was blocked, and you can ask us to block an attacker from the same page.

What your security day looks like now

MORNING
The daily email arrives
Yesterday's attacks on your sites, summed up without logging in.

MIDDAY
A spike on the payment page
The Shield page shows the attack type, the site hit and the latest requests.

AFTERNOON
Ask for a block on the spot
Ask adivaha® to block the attacker, and see it listed as Blocked.

EVENING
Your network checked too
Your sub-accounts' sites show in the same page, so nothing is missed.

What it is

adivaha® Shield is a website security service for travel businesses that records SQL injection, script (XSS) and other attack requests on your websites and your sub-accounts' websites. It shows who sent them, the top attacker IPs, networks and countries, what was blocked, and sends a daily email report you can switch on.

Who it is for

Booking websites
Any travel business whose website takes bookings, sign-ups or payments.

Host agencies
Watch your own sites and your sub-accounts' sites in one place.

Sites hosted elsewhere
Businesses whose website is hosted outside adivaha®.

Key benefits

01 **Know when you are attacked**
Every attack request on your sites is recorded, with the attack type and the site hit.

02 **Protect bookings and payments**
Watch the pages that take sign-ups, bookings and payments.

03 **Cover your whole network**
Attacks on your sub-accounts' sites show in your own Shield page.

04 **Act fast**
Ask adivaha® to block an attacker, or to lift a block, from the same page.

05 **A daily summary**
Switch on the daily email and see the day's attacks without logging in.

06 **Sites hosted elsewhere too**
Add a website that adivaha® does not host and see its attacks in your back office.

How it works

1 **Switch on Shield**
Open Settings, then adivaha® Shield, once it is on for your account.

2 **Check your sites**
See the sites Shield watches, and add a site hosted elsewhere if needed.

3 **Read the dashboard**
Attacks, top attackers and blocks, for the last 7 or 30 days.

4 **Act and stay informed**
Ask to block or lift an attacker, and switch on the daily email.

Scan or visit for the full page and the intro film
www.adivaha.com/adivaha-shield-website-security.html

adivaha®

You own the inventory. We give it a platform.

Allotments, pre-purchased flight seats, hotel rooms, DMC packages. If you hold it, adivaha® gives you the white label tools to sell it on every channel and run the whole office from one place.

You hold

- Series flight seats
- Hotel rooms
- Allotments
- Tours, transfers, packages

adivaha®

One central platform for inventory, pricing, payments, invoices and suppliers

You sell on

B2C travel portal	Live
B2B agent portal	Live
B2E corporate tool	Live
Mobile app, itineraries	Live

01 Series flight seats

Seats you bought in advance, sold live.

Today: Fare sheets go out on WhatsApp groups, and you update every supplier dashboard by hand.

- Agents see live seats and book them themselves
- Manage every supplier from one central screen
- Payments and invoices happen on their own

02 Hotel rooms

Your own rooms and contracted rates.

Today: Rooms sit with a few partners, and rates are updated on many extranets.

- Your own branded booking website and app
- Channel managers keep rates and rooms in sync
- Agents and companies book directly

03 Allotments

Blocks with release dates, tracked for you.

Today: Release dates sneak up, and unsold rooms or seats go back.

- See sold and unsold stock at a glance
- Push blocks to agents and travellers together
- Follow-ups by WhatsApp and email run themselves

04 DMC packages

Tours, transfers and ground services.

Today: Quotes are built by hand in documents and sent one by one.

- Itineraries built from your own rooms and services
- Partner rates and contracts in one system
- Branded quotes go out in minutes

Three steps to your own distribution

1. **Tell us what you hold**
   Seats, rooms, allotments or packages. We map your inventory.
2. **Pick your channels**
   B2C, B2B, B2E, app, itineraries. Switch on what you need.
3. **Go live in your brand**
   Your domain, your payments, your customers. We stay behind you.

Do I have to use adivaha® suppliers?

No. Your own inventory comes first. Our connected suppliers (GDS, NDC, consolidators, bed banks etc.) are there only if you want more to sell.

Why adivaha®

Your brand. Your customers. Our technology.

01

Your brand, everywhere

Every channel is white label: your logo, your domain, your colours. Your customers never see our name.

02

Your customers stay yours

Accounts, bookings, chats and quotes stay in your own back office.

03

Paid to your own account

Payment gateways are already integrated, so customers and agents pay online into your own account, and the invoice is made for you.

04

Suppliers ready, or bring your own

Hotels and flights come included through the adivaha® Universal API. Add your own supplier keys next to them whenever you like.

05

One connected platform

One back office, one customer record and one login across every product, so nothing is copied between tools.

06

Certified and accredited

Amadeus Global CAP Licence, ISO 9001:2015 certification and IATA accreditation.

How we work with you

01	**Tell us about your business**	Share what you sell and who you sell to, and we suggest the right mix.
02	**Pick your channels**	Start with the one you need today. Switch on more when you are ready.
03	**Test before you go live**	Try payments in test mode and supplier connections with test keys first.
04	**Go live in your brand**	Your domain, your payments, your customers. Our team onboards you and stays behind you.

Not sure where to start?

Tell us about your business and we suggest the right mix. White label, in your brand, on an economic plan, with a team that onboards you.

info@adivaha.com

WhatsApp +91 88514 77865

adivaha®

Thank you.

Share what you sell and who you sell to,
and we will set up the right adivaha® platform with you.

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