

Tourism Impact Alliance

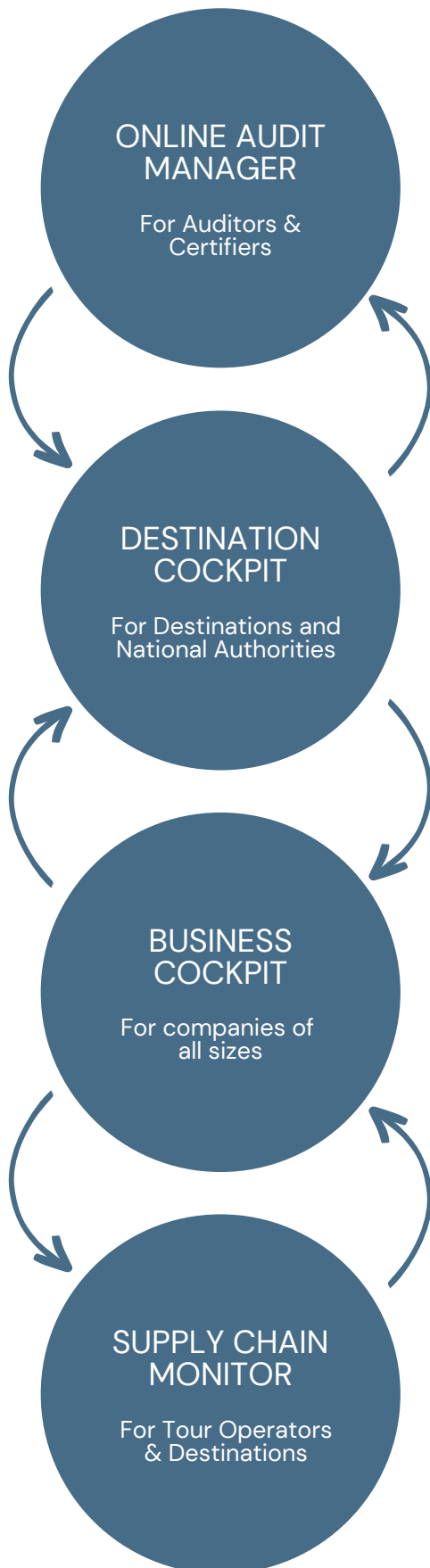


Product Information

Impact Cockpit & Audit Manager

- Online Audit Manager
- Destination Cockpit
- Business Cockpit
- Supply Chain Monitor

OUR MISSION



From Experts for Experts

The Online Manager addresses the needs and realities of those, who strive to make tourism more sustainable every day. It has been developed by experts and professionals in sustainable tourism and quality management. Well-thought digital processes reduce coordination and administration and let us focus on sustainability and improvement. Modern open source technology ensures transparent insight and compatibility through open standards.

All in One

The Online Manager manages the entire sustainability process and certification cycle. As a **management and evaluation tool** it supports online coaching, performance and supply chain assessment, auditing, certification and monitoring.

Assessment and verification of sustainable tourism involves a **variety of users**. The Online Manager is a single tool for all: businesses, destinations and their employees, suppliers and partners along with auditors, certification bodies or other verification initiatives.

Quality & Credibility

Certification makes a promise to consumers. Effective sustainability management and credible auditing are essential. The Online Manager enables organizations to design their management and certification processes based on the requirements from the GSTC and ISO.

The Online Manager offers high flexibility for individual configurations as well as the possibility to customize the design to illustrate corporate identities.

ONE MODULAR PLATFORM

All modules of our software use the same architecture and functionalities and transfer data and information where needed to ensure consistent assessment and verification.

	IMPACT COCKPIT	AUDIT MANAGER
MISSION	<ul style="list-style-type: none">• Sustainability Assessment• Management Development• Reporting	<ul style="list-style-type: none">• Verifying Performance• Assuring Compliance
TOOLS	<ul style="list-style-type: none">• Online Learning• Assessments• Surveys• Indicators• Benchmarking	<ul style="list-style-type: none">• Guided Process• Messenger & Notifications• Audit Report• Non-Conformities• Review & Certification
USERS	<ul style="list-style-type: none">• DMOs• Tour Operators• Hotels• Supply Chain Partners• Any Other Business	<ul style="list-style-type: none">• Auditors• Certification Bodies• Certification Schemes• Standard Owners• Regional Verification Initiatives



IMPACT COCKPIT

The Cockpit is for tourism businesses and destinations to measure impact, assess supply chains, benchmark indicators and report performance.

Self-Assessments

Create, assign and evaluate assessments such as checklists, internal audit forms and compliance reports.

Stakeholder Surveys

Create, send and evaluate surveys among employees, business partners, suppliers and other stakeholders. Use enhanced data aggregation for complex supply chains.

Indicators & Benchmarking

Create individual sets of indicators and use predefined core indicators to benchmark performance against a variety of other certified entities.

Improvement Suggestions

Define specific improvement suggestions and use them in assessments and surveys to provide clients with an individual action plan.

AUDIT MANAGER

The Audit Manager is for certification and verification bodies to verify sustainability performance and assure compliance with a reference standard.

Audit Process

Design efficient workflows for application, audit, review and certification and assign them to clients, auditors and certifiers.

Non-Conformities

Determine major and minor non-conformities for specific certification criteria, assign due dates and monitor corrections and re-evaluations.

Email-Notifications

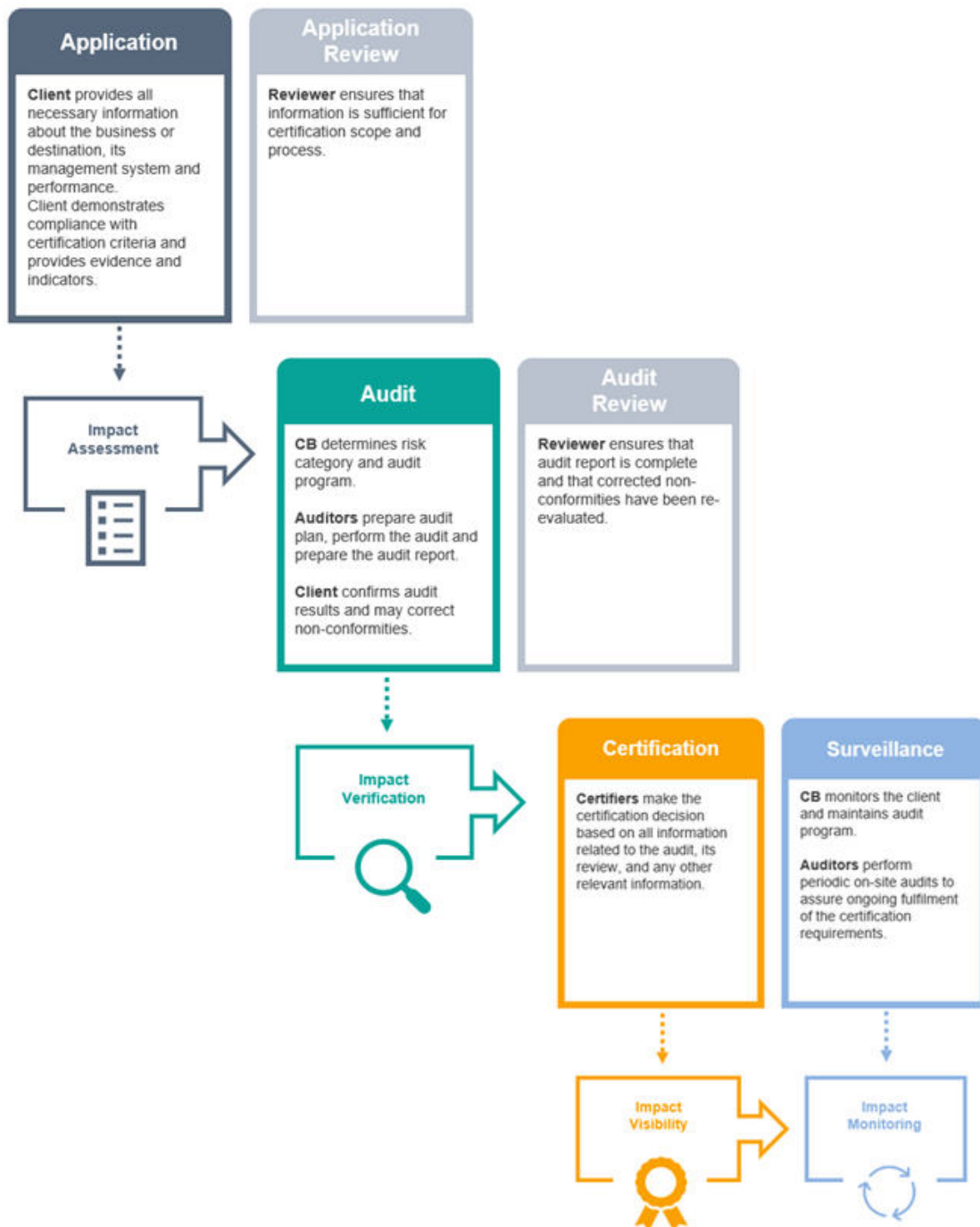
Use automatic e-mail notifications for all users to accelerate the audit process and reduce administrative burden.

Messenger

Use the integrated chat for targeted communication between clients, auditors and certifiers during the audit process.

STANDARD CERTIFICATION PROCESS

The Audit Manager comes with a master process that each certification or verification body can use if they do not want to design their own individual process. The master process is based on ISO requirements and enables high quality assurance procedures.



FEATURES & APPLICATIONS

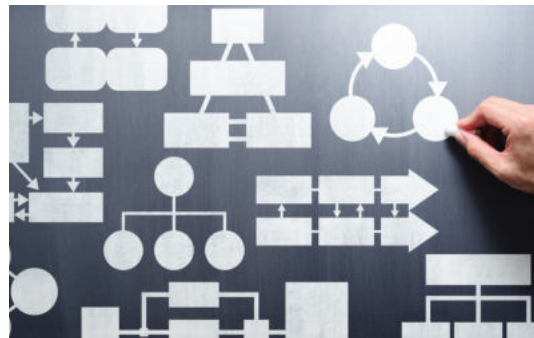
Individual Design

Build your own individual forms with self-assessments, training content, surveys, checklists, indicators and audit reports. Use A variety of features to apply corporate design and customize for clients and users. Embed video manuals and e-learnings wherever you need it.



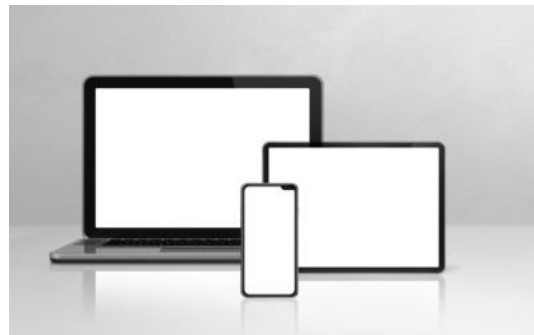
Smart Workflows

Create your sustainability process with step-by-step workflows for assessment and verification. Assign tasks and access rights the way it fits your process best. Use individual dashboards to guide each user through their assessment or verification responsibilities.



Coming soon All Devices & Offline Mode

Run the Cockpit on all devices. User surface and screen size adapt to desktop computers, tablets and smartphones. The offline mode allows constant availability, even when being in remote areas.



Charts & Graphs

Use various graphic plugins to visualize results and performance of self-assessments, stakeholder surveys or audits



FEATURES & APPLICATIONS

Summaries & Evaluations

Use evaluation plugins to list and filter scores, results, uploads, supporting documents, recommendations and non-conformities.



Response Types

Use a variety of response types for your assessment forms, checklists and audit reports. Use a scoring system to create indexes and to make performance measurable.



DATA SECURITY

The Impact Cockpit & Audit Manager guarantees highest data security standards based on EU data protection requirements. Periodic maintenance services ensure the long-term operation of the platform. All technical, security-relevant and software-related modules are checked and updated regularly.

- Data protection and data security are in accordance with the general data protection regulation (GDPR).
- Developed with a secure application architecture and state of the art technologies.
- Secure and green hosting (0% CO2, 100% green electricity).
- Fine-grained access control enables object level security and defines data access rights.
- Strong Transport Layer Security (TLS) secures the data transferred via internet.
- Proven and well-maintained dependencies like operating system, database, third-party libraries.
- Frequent and decentralized backups of data prevents data loss.
- Tested against OWASP Top 10 (Top 10 Web Application Security Risks).
- Time-based One-time Password algorithm (TOTP) can be chosen as a second access factor to increase data security.
- Password creation follows complexity guidelines and prevents compromised passwords.

SOFTWARE-AS-A-SERVICE

The Impact Cockpit & Audit Manger is a cloud-based web service (SaaS – Software-as-a-Service) and runs on annual fees. Interfaces and ports allow data transfer from other web services or software systems, if needed.

Service Offer

- Individualized domain to the cloud-based Cockpit profile
- Online training session for admin users
- Technical support for error and bug fixing

Fees

- One-time onboarding fee
- Annual fees per entity

Annual fees are charged per calendar year and in advance. Additional entities can be integrated free of charge during the year.

Ownership

The platform is owned and hosted by avanti GreenSoftware GmbH. avanti was founded by various industry experts and IT specialists and has long term experience in supporting organizations with digital solutions for sustainable management.

Development

As a cloud-based web service the platform is continuously being improved and further developed. Users will always be able to use all latest technical developments. Further features and functionalities can be implemented upon request.

CONTACT POINT

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Funding & Partnership

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Schweizerische Eidgenossenschaft
Confédération Suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Federal Department of Economic Affairs FDEA
State Secretariat for Economic Affairs SECO