



TigernixPass

Corporate Pass Booking System

SOLUTION OVERVIEW



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TignixPass is an advanced booking system designed to streamline and automate the corporate pass management system across your organisation. It serves as an innovative, integrated system specifically designed to manage corporate attraction passes efficiently and equitably.

It automates the selection and balloting process, providing employees with a seamless booking experience. At the same time, administrators benefit from easy customisation, real-time reporting, and automated reallocation of passes to ensure fair distribution.

TignixPass offers a user-friendly platform that simplifies the management of corporate attraction passes for employees. This system is designed to streamline the corporate pass booking process, ensuring a seamless experience for all of your company's employees.

ADVANTAGES

Fair Pass Management

The automated balloting system provides every employee with an equal opportunity to win. This system is designed to enable equitable access to passes while ensuring there are no biases, foul play or manual intervention errors that affect the booking system.

Smart OpenMarket Access

Move unbooked attraction cards automatically into an “OpenMarket” pool, enabling employees to book available passes on a first-come, first-served basis, ensuring optimal pass utilisation.

Seamless Employee Login

TigernixPass seamlessly integrates with existing systems, including ERP, CRM, HRM, and other portals and platforms, for instant authentication and single sign-on convenience—no separate credentials are required to utilise its services.

Self-Service and Empowerment

Allow your employees to gain complete control and autonomy over viewing real-time booking statuses, automatically download authorisation documentation, and receive up-to-date reminders—all without HR intervention.

Administrative Intelligence

Authorised administrators can configure attractions, upload templates, monitor logs, and generate instant, ad-hoc reports with data-rich visual dashboards on usage, cancellations, and bookings.

Efficiency with AI Chatbot

An intelligent chatbot answers FAQs, sends automated reminders, and notifies users and admins about expiring memberships—streamlining communication and support effortlessly.

BASIC FUNCTIONALITIES

AI Chatbot and Support Assistant

Employ round-the-clock support through an intelligent AI chatbot that answers FAQs (using natural language), guides them through booking steps, and assists with cancellations or renewals.

- FAQ Automation
- Smart Query Routing
- Guided Assistance
- Booking Helpdesk
- AI-Powered Replies

Booking Cancellation and Replacement Automation

Simplify cancellations by enabling users to withdraw bookings according to predetermined guidelines. Once cancelled, the system automatically assigns the pass to the next eligible employee on the waitlist. Cancellation Window

- Auto Reassignment
- Waitlist Activation
- Real-Time Updates
- Vacancy Notification

Authorisation Letter Management

Allow employees to automatically download their authorisation letters upon successful bookings. Admins can upload and manage multiple templates for different attraction types to ensure seamless customisation and accurate document generation.

- Template Upload
- Letter Auto-Generation
- Download Access
- Version Control
- Template Library

Corporate Attraction Card Management

Enable administrators to create, modify, and manage multiple corporate attraction card types through an intuitive back-end table. Cards can be categorised by attraction, date, or usage type for efficient oversight. Use a systematised approach to manage cards and passes to save time, money and effort.

- Card Type Setup
- Renewal Scheduling
- Attraction Categorisation
- Availability Tracking
- Card Lifecycle Control



Administrator Dashboard

Provide authorised administrators with a single, data-rich dashboard summarising bookings, balloting results, cancellations, and active users in real-time. Gain visibility into utilisation trends and system performance instantly. The administrator dashboard provides more sophisticated insights, enabling faster, success-guaranteed decisions to optimise pass management teams.

- Live Overview
- Performance Indicators
- Booking Trends
- Mass Profile Deletion
- Utilisation Summary
- Quick Navigation

E-Card Generation and Renewal Management

Ensure a smooth transition and uninterrupted access for employees by enabling the seamless integration of employee portals and the booking system. QR or barcode methods will make operations more straightforward.

- Serial Number Generator
- Template Creation
- Renewal Handling
- Overlap Period Support
- E-Card Archiving

Email Communication Suite

Email about confirmations, reminders, expirations, and notifications automatically—ensuring no missed bookings or updates. With automated emails, communication between your employees and HR will be more targeted.

- Automated Confirmations
- Reminder Alerts
- Expiry Notifications
- Renewal Emails
- Custom Templates

Access Control and User Roles

Enable secure access differentiation between administrators, regular users, and management. Custom role permissions ensure data protection, audit readiness, and operational clarity.

- Role Definition
- Permission Setup
- Access Logs
- Admin Privileges
- Restricted Data Views

Performance and Scalability Engine

Designed to support hundreds of simultaneous logins, Tigernix ensures zero downtime and lag-free performance even during high-volume balloting or booking windows. The proprietary booking engine is optimised with faster connectivity, uninterrupted services and the smoothest user experiences for all users.

- Load Balancing
- Concurrent User Handling
- Response Time Optimisation
- Cloud-Ready Framework
- Auto Performance Scaling

Company-Oriented Guidelines Setup

Enable your balloting system decision-makers to utilise AI configurations when designing the system, incorporating pre-defined rules and guidelines. This helps define the ballot application process, pass details, and establish eligibility criteria, thereby clarifying employee privileges.

- Eligibility Tracking
- Pass Details Publishing
- Auto-Announcement
- Ballot Draw Guidelines
- Winner Database Management
- Balloting Error Identification



Security and Data Protection

Ensure enterprise-grade data protection with encrypted user sessions, secure cloud hosting, and compliance with Singapore's PDPA standards. Maintain complete data integrity and auditability across all modules.

- Data Encryption
- PDPA Compliance
- Secure Cloud Hosting
- Login Protection
- Access Audit

Attraction Utilisation Analytics

Gain deeper insight into how corporate passes are used across various attractions, days, and departments. Graphical and tabular analytics help optimise allocation and forecast future demand.

- Attraction Utilisation Dashboards
- Easy Access for Permitted Users
- Predetermined Templates
- Predictive Insights
- Real-time Booking Ratios
- User-defined Reports

Cancellation and Refund Insights

When employees cancel bookings, track the number and reasons for cancellations across attractions to identify trends and opportunities for improved utilisation or policy refinement—Optimise refund lifecycles to better enhance employee satisfaction with faster refund services and uninterrupted cancellation experiences.

- Cancellation Tracking
- Trend Analysis
- Refund Logs
- Real-Time Reports
- Policy Impact Metrics

Log Report and Audit Trail

Maintain transparent accountability by recording all administrator actions, user modifications, and configuration changes with timestamps, ensuring accurate documentation of all changes.

- Admin Logbook
- Configuration Change Tracking
- Time-Stamped Entries
- User Addition Logs
- Audit Verification

Monthly and Daily Report Generator

Generate periodic reports summarising overall card movements, bookings, and cancellations. Reports are automatically visualised with charts and summary tables for management review.

- Daily Summaries
- Monthly Overviews
- Visual Charts
- Exportable Reports
- Automated Scheduling

Configuration and Rule Customisation

Allow authorised administrators to create or update balloting rules, pass categories, and card management configurations via a back-end rule builder

- Balloting Rule Setup
- Card Type Configuration
- Admin Panel Access
- Validation Checks
- Real-Time Update

Membership Expiry Alert System

Automatically notify administrators when corporate attraction memberships are nearing expiry, ensuring timely renewals and uninterrupted employee access.

- Expiry Tracking
- Renewal Alerts
- Notification Emails
- Validity Dashboard
- Membership Monitoring

Data Export and Integration Tools

Seamlessly export data for auditing, external or internal system integration or advanced analysis, ensuring compatibility and streamlined reporting of all your corporate pass management lifecycles, starting from booking to issuing or cancelling with a single tap.

- Excel/CSV Export
- API Integration
- Scheduled Sync
- Data Mapping
- Secure Transfer

OpenMarket Queue Management

Optimise OpenMarket efficiency by automatically queuing employee booking requests and assigning cards based on real-time availability and fair sequence logic.

- Queue Prioritisation
- Real-Time Allocation
- Employee Notification
- Vacancy Filling
- Demand Forecasting

Employee Feedback and Rating Module

Seamlessly collect employee feedback in real-time on attraction experiences through the platform and utilise data-driven insights to guide your balloting teams to help improve future allocations and partnership decisions efficiently.

- Feedback Collection
- Rating Dashboard
- Trend Analysis
- Comment Moderation
- Improvement Reports



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