

SENTRY

Computer Reservations Provides Faster Communications And Greater Accuracy

With The Push Of A Button, The Push Button Era Takes Over At Frontier

"Good morning. I would like to make reservations on Frontier Airlines' flight 711 from Denver to Las Vegas on November 30."

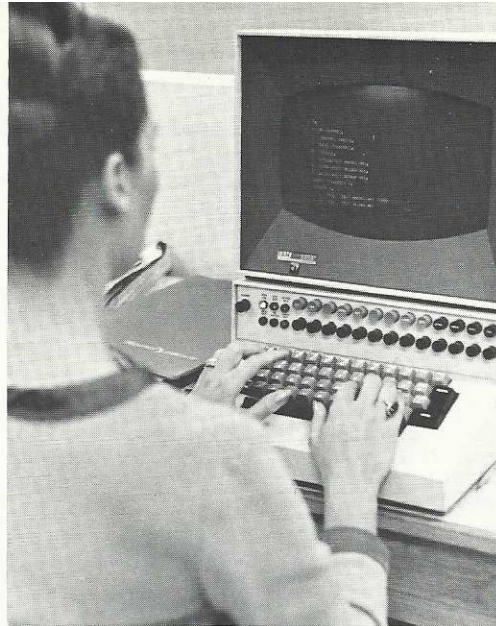
"Thank you sir. — May I have your full name and phone number?"
--- Thank you, one moment please.

--- Your reservations have been confirmed on Frontier Airlines' flight 711, Denver to Las Vegas."

This little dramatization points out the speed and convenience with which Frontier reservations agents can now make reservations for passengers thanks to the carrier's new computer system. Within the approximate time it is taking to read this, an agent can confirm a reservation.

In operation at Frontier's new Maintenance Facility at Stapleton Airfield, Denver, is the largest (real time) computer installation reservations system within the entire Rocky Mountain region. Real time is defined by the computer people as instantaneous information.

SENTRY, as named by Frontier, is made up of two IBM (International Business Machines) 360 model 65 computers and a model 30 computer. Portions of this multi-piece system were manufactured and assembled at IBM's plant at Boulder,



Push button information speeds answers for 200,000 Frontier passengers monthly.



Two hundred reservations agents working three shifts at Denver's Reservations Center can now provide passengers with instant information through SENTRY.

Colorado, a neighboring city of Denver.

A staff of 200 reservations agents working three shifts in Denver have at a finger's touch, flight schedules and seat availability on Frontier as well as 18 other air carriers. Frontier's SENTRY Reservations System ties in 116 Frontier-served cities throughout 16 states of the Rocky Mountain West, Midwest and Southwest. Reservations agents operate the typewriter-like device equipped with a cathode ray tube which visually displays information. Agents using the keyboard, type into the computer flight information required by the prospective passenger

The so-called "brain" of the system 360 is this complex electronic board, the Model 65 Computer. Two of these computers as well as a Model 30 Computer make up the overall system.

such as date of travel and destination. The computer instantly compiles all the answers and displays them on the cathode ray tube for the agent.

In making a passenger's reservation, the computer immediately reminds the agent of any information still needed to complete the reservation, should the agent overlook any portion.

Flight information for over 300,000 passengers monthly can be stored within SENTRY available for instant visual display at the finger's touch.

In addition to the highly complex electronic units which are located in a specially constructed area within Frontier's Maintenance Base in Denver, SENTRY consists of 181 of the television-like agent sets. 101 of them are located within the airline's Denver reservations center. Additionally, 59 hard copy agent sets (electronic typewriters) are tied into the over-all program as well as a unique teletype system. The hard copy agent sets work much in the same manner as the TV-like sets, except answers to questions are automatically typed by the machine as compared with the visual display appearing on the cathode ray tube type set. All information put into SENTRY is retained on 13 magnetic tape discs which store some 60,000,000 words of information.

Utilizing 22,000 square feet of floor space, the SENTRY system was installed for Frontier at a cost of \$6.5 million. Presently, the computer is handling reservations for nearly 200,000 Frontier passengers monthly.

In the event of a power failure, high speed communications still continue at Frontier through the airline's own power plant.



Cathode ray tube agent sets which appear to be typewriters with television-like screens make up a portion of the highly complex SENTRY system. 181 television-like sets are located throughout Frontier's system, with 101 being concentrated in Denver.



The third unit of the system 360 is this computer Model 30.



All information put into SENTRY is retained on magnetic tape discs which hold some 60,000,000 words of information.

Several pieces of highly complex units span a 22,000 square foot area within Frontier's new Maintenance Facility located at Denver.

Customer service agent at Frontier's ticket counter receives reservation information instantly from a hard copy agent set.

