

Product Spotlight

Corporations

Including:

- Amadeus Mobile Partner
- Amadeus SMS Traveller Contact
- Mobile Travel Assistant with conTgo

**June
2009 EDITION**

> Amadeus Mobile Services

This document is aimed at highlighting our new mobile services for Corporations, launched in parallel to Amadeus e-Travel Management version 12.2.

Convenience in the hands of your travellers with the new mobile application for corporate travel – Amadeus Mobile Partner

Amadeus Mobile Partner is a mobile application which can be downloaded and installed into the mobile device of travellers and approvers who use Amadeus e-Travel Management.

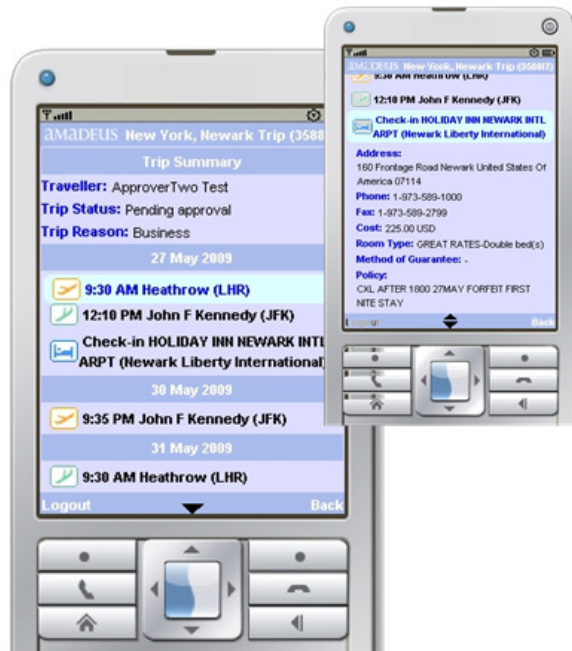
It is synchronised with the self-booking tool, with trips being automatically uploaded onto the users' mobile devices. Every time a new trip is created or modified, it will be automatically pushed onto the Mobile Partner of the traveller and, when applicable, to that of the travel approver too.

Trip information at the traveller's fingertips

With Amadeus Mobile Partner, travellers can carry their travel itineraries and check the details at any time from their mobile device. This includes flight, train, hotel and car rental details.

Once a trip has been uploaded onto their mobile device, network connectivity is not needed to view the information. This means that they can access the trip details in areas with no network coverage (e.g. when travelling on the tube or going through a train tunnel). Moreover, they can also check these details while abroad without incurring any roaming fees.

This works for offline bookings too: for corporations who synchronise their offline travel into their self-booking tool through Amadeus Import PNR, travellers will see trips they made directly via the agency on their mobile phone too.



Access trip information at any time

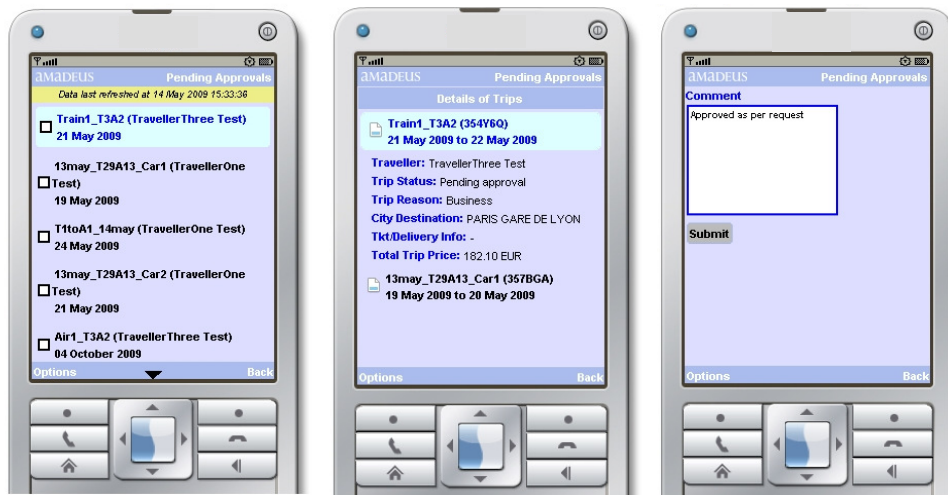
Avoid bottlenecks by allowing approvers to confirm/reject trips while on-the-go

Companies who require approval for all or some of their employees' trips cannot afford to have travel requests sitting in the approvers' inbox while they are away from their desk, waiting for them to return before being able to take action, while in the meantime fares continue to rise.

With Amadeus Mobile Partner, travel approvers will be able to confirm/reject trips while away from their desk via their mobile, making the approval workflow more efficient by avoiding potential bottlenecks.

Approvers will see the full list of trips pending approval, from which they can look into the details of each trip and quickly approve or reject them.

All approvals are automatically synchronised with Amadeus e-Travel Management.



The approver can view the list of all trip requests assigned to him/her and quickly approve or reject them

Amadeus Mobile Partner is available for Amadeus e-Travel Management users regardless of their GDS of choice and is compatible with Blackberry, Windows Mobile and Symbian mobile devices.

Specific commercial conditions apply.

Quickly send timely information to employees travelling to a given destination within specific dates – Amadeus SMS Traveller Contact

Amadeus SMS Traveller Contact is a tool to facilitate communication with travelling employees before, during and after they travel. It allows travel managers to take care of their travellers and to enhance their travel experience.

Know who is travelling where and when, and send information messages either via SMS or email in 3 easy steps. With Amadeus SMS Traveller Contact you can:

- **Reach out to travellers who may be at risk during an emergency**
SMS: "Hurricane alert in Miami. Are you OK? Please respond immediately."
- **Send messages to help coordinate group travel**
SMS: "Bus to conference centre will leave from T2 bus stop, dock 5 at 10:30 SHARP"
- **Send messages before the trip takes place**
SMS: "New preferred taxi provider in Paris Orly as from today – Taxi Parisien. Code TP1234"
- **And also after the trip is completed**
SMS: "Company notebook found yesterday by colleague in flight 12YZ to MAD, please report back if..."
- **Messages can also be sent by email: before, during or after travel**
Email: "New VISA Regulation for travellers to the US - After January 12, 2009 all travellers must be approved to the United States via Air or Vessel..."

The screenshot displays the Amadeus SMS Traveller Contact web application interface. It is divided into three main sections illustrating the workflow:

- Search for all employees currently travelling to a specific location:** The top section shows search criteria (Country, State, City, Date From, Date To) and a list of results with columns for Last Name, First Name, Itinerary, and email. A blue circle highlights the search button.
- Select all travellers you wish to reach out to:** The middle section shows a list of selected travellers with checkboxes. A blue circle highlights the selection process.
- Quickly send an SMS or email to all selected travellers:** The bottom section shows the messaging options (E-Mail, SMS) and a 'Number of Selected Travellers' field. A blue circle highlights the send button.

Additional details shown in the interface include a 'Library Details of Subheader' pop-up window and a 'Message is sent successfully' confirmation message.

Quickly send timely information to travellers in 3 easy steps

Specific commercial conditions apply.

Automated delivery of messages to travellers, as they travel – Mobile Travel Assistant with conTgo

Amadeus has teamed up with mobile technology company conTgo to offer an additional mobile solution to corporations, the Mobile Travel Assistant. It provides a suite of communication features designed to interact with travellers based on their active travel plans and current location.

Mobile Travel Assistant is a fully automated service which delivers relevant information directly to the travellers' mobile phones using SMS messages, only when they need it.

3 types of services are included in the Mobile Travel Assistant:

Follow-Me Itinerary

The traveller receives SMS messages with information relevant to the different stages of the trip, based on his/her planned itinerary. This information is sent automatically during travel, controlled by location specific rules and travel service options as defined by the corporation.

Information request by keyword

Using the Keyword function, the traveller can request a specific type of information from the Mobile Travel Assistant. All they have to do is send an SMS message containing a keyword, such as 'TAXI', and they would automatically receive a response with the requested information, as determined by their corporation's policy and always related to their current whereabouts.

Locate travellers during travel security incidents

With the Travel Alert function, a corporation can quickly establish a clear picture of which travellers may be in need of assistance during a travel security incident. The Mobile Travel Assistant allows corporations to identify the employees currently travelling to the area of risk and send out an SMS message to all to locate them. Incoming responses from the individual travellers are automatically tracked, helping the company's security department respond to the crisis efficiently.

How does the Mobile Travel Assistant work?

Bookings are transferred electronically from the travel agency to conTgo. Once the booking is received, the Mobile Travel Assistant will analyse the itinerary against the rules specific to the traveller's company, generate the messages and queue them for future delivery at the appropriate point in time.

As the Mobile Travel Assistant knows where the traveller is according to the trip plan, it is able to use this data to send relevant information when responding to keyword requests or to locate travellers during emergencies.

Specific commercial conditions apply.

For more information on Amadeus Mobile Services, visit our website:

www.amadeus.com/corporations/mobile