

# Amadeus Mobile Services

## The next step in corporate travel technology

Sales & e-Commerce

Today, no business traveller would be without their mobile phone or handheld device to stay connected whilst on the move. Surprisingly, most managed corporate travel programmes rarely take full advantage of this. As mobile technology evolves, the opportunities – and the benefits of going mobile – increase and travel managers need to consider how it can be incorporated into their processes.

### Delivering convenience at every touch point

By fully embracing and optimising mobile communications in your travel programme, you and your travellers will benefit from greater convenience, increased productivity and enhanced travel experience.

To help you make the most of this technology, Amadeus has developed a range of mobile solutions. These encompass both the traveller and the travel manager, and are designed to provide benefits at all stages of the journey, as well as to **deliver fast, clear communications when they matter most.**

### Information at the traveller's fingertips

All necessary travel information can now be at hand for consultation during any journey, quickly and conveniently, simply by using Amadeus Mobile Partner. Travellers can store complete itineraries on their mobile device at the push of a button. They can access everything from flight schedules to hotel addresses and check-in information, **even when they don't have network connectivity**, such as when travelling on the underground.

### Approval on the move

Companies requiring approval for their employees' trips can't afford to have the travel request sitting in the approver's inbox while they are away from their desk. Amadeus Mobile Partner allows approvers to see a complete list of trips pending

approval and to **endorse or reject them directly from their phone.** This makes the whole approval process much faster and more efficient.

Whether you're a traveller or an approver, Amadeus Mobile Partner can be synchronised with Amadeus e-Travel Management at any time and functions on Windows Mobile, Symbian and BlackBerry devices.

### Taking care of your travellers

When you need to reach out to your travellers, Amadeus SMS Traveller Contact makes communication easy at any time during their trip. It allows travel **managers to take care of their travellers** and at the same time **enhance their travel experience.**

Travel managers can send information messages either via SMS or email in three easy steps. With Amadeus SMS Traveller Contact, you can for example:

- › Reach out to travellers who may be at risk during an emergency
- › Send text messages to help coordinate group travel
- › Send text messages before the trip takes place and after it's completed
- › Send messages by email before, during or after travel



## Customised information when and where it's needed

Thanks to Mobile Travel Assistant, in partnership with conTgo, it's easy to deliver all the travel information your travellers require whenever and wherever they need it. Its "Follow me" technology delivers relevant information based on the set itinerary to travellers' mobile phones, **customising the messages according to location-specific rules.**

For example, they can have tailored flight information before they leave and specific car rental information when they land. Mobile Travel Assistant uses the trip plan

to work out the traveller's location. It then uses this data to send relevant information when responding to keyword requests from travellers or to locate them during emergencies.

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



## Solutions for all aspects of the travel experience

Solution	Key Benefits
<b>Timely information to employees on specific journeys/schedules with Amadeus SMS Traveller Contact</b>	<ul style="list-style-type: none"> <li>&gt; Reach out to travellers who may be at risk during an emergency:               <ul style="list-style-type: none"> <li>&gt; Organise and communicate appropriate action and/or assistance quickly.</li> <li>&gt; Offer protection and practical help for your travellers at a worrying time.</li> </ul> </li> <li>&gt; Keep your travellers informed by sending SMS updates before, during and after their trip.</li> <li>&gt; Quickly send information via email to employees with planned trips for a given destination.</li> </ul>
<b>Convenience at your travellers' fingertips with Amadeus Mobile Partner</b>	<ul style="list-style-type: none"> <li>&gt; Travellers can access their itineraries and check the details at any time from their mobile device.</li> <li>&gt; Approvers can see all trips or travel choices in an instant. Fast acceptance or rejection makes the whole process more efficient.</li> <li>&gt; Quick and convenient access – even without network availability.</li> </ul>
<b>Automated messages when they're most needed with Mobile Travel Assistant with conTgo</b>	<ul style="list-style-type: none"> <li>&gt; Automatic SMS messages with information relevant to the different stages of the trip, based on traveller's planned itinerary.</li> <li>&gt; Travellers request timely information simply by sending an SMS message containing a keyword. A response is sent back to them with the requested information, as determined by the corporation's travel policy and depending on their current whereabouts.</li> <li>&gt; Send out an SMS message to locate employees in areas of risk and track incoming responses so that the company's security department can respond to the crisis efficiently.</li> </ul>

## Make a move with your travel programme

Contact your local Amadeus representative to find out how our comprehensive mobile travel solutions can help your organisation.

For more information, visit [www.amadeus.com/corporations](http://www.amadeus.com/corporations)

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**amadeus**  
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