

Editorial



Frank Palapies

Head of Global Commercial Operations, Corporate & Distribution Channels.

Dear Friends,

Welcome to the Onliner, our quarterly newsletter that brings you the very latest corporate travel news from Amadeus.

In this edition, we focus on China. Our new white paper with research authority PhoCusWright, [Corporate Travel Management and Travel Practices in China](#), paints a picture of the potential opportunities for travel and tourism in the region while shedding light on the significant challenges facing corporate travel in the world's fastest growing economy.

Our "Product news" section highlights features arriving in Amadeus e-Travel Management v12.1. As well as including a new policy to control the number of employees per flight allowing corporations to manage the risk of travel, the latest version of Amadeus e-Travel Management contains a range of enhanced car features to give greater flexibility to travellers when making car reservations.

France Telecom's decision to optimise the management of its employees travel with Amadeus is discussed in the "Our Customers" section while our "Did you know?" feature explores how travellers today have the flexibility to arrange to pick up or drop off their rented vehicle at an address other than a car rental office with Amadeus e-Travel Management.

Meet our Corporate Solutions team in the Asia-Pacific region with experts in Bangkok, Hong Kong, Singapore, Japan, India, Australia and New Zealand, ready to address the needs of corporations. The "What's going on?" section gives details of the upcoming ACTE Global Education Conference in Washington, at which Amadeus will be attending as an Executive Circle and Platinum sponsor.

Finally, we are pleased to announce that Eberhard Haag, Executive Vice President of Global Operations and General Manager of Data Processing has been named one of [Computerworld's Premier 100 IT Leaders for 2009](#).

We hope you enjoy reading this issue.

Best regards

Frank Palapies



Focus on...China

Research by Amadeus and PhoCusWright takes a first in-depth look at the Chinese Corporate Travel Market

Corporate Travel Management and Travel Practices in China, the joint white paper from Amadeus and travel research authority PhoCusWright, has revealed that more than 80% of companies in the region use paper forms within their travel management processes.

The research brings to light the huge opportunities available for the travel and tourism industry in the market. It also highlights the significant challenges facing companies operating in the country, whether they be multinational corporations with a presence in China, private domestic companies or state owned enterprises.

Download
our research
paper here



Key findings of the report conclude:

Use of IT remains limited:

- The report revealed the use of automated IT systems remains limited, with more than 80% of companies interviewed continuing to use paper forms to some extent within their travel management processes. Furthermore, cash remains the dominant form of payment as more than 90% of respondents give employees cash advances to cover travel expenses instead of using corporate credit cards.

Travel defined by government:

- The study uncovers the complexity of travel management, especially the role of the state with regards to travel. It calls for corporations to have a detailed understanding of the domestic regulatory environment and a strong working relationship with Travelsky, China's sole Government approved computer reservation system (CRS) provider.

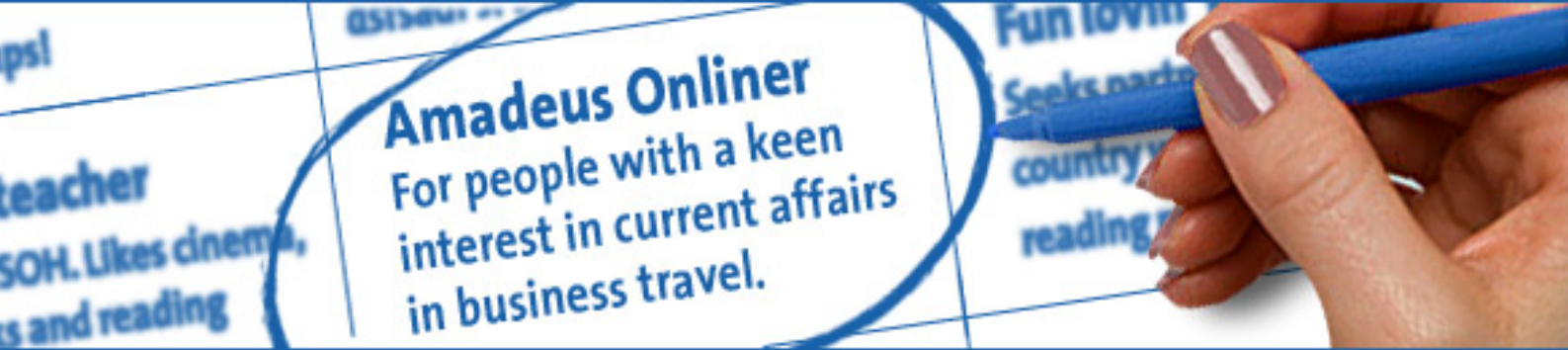
Localised processes are a must:

- The isolated nature of much of the national industry has meant that localised processes, operations and technological capabilities are absolutely essential. Travel management companies have had to create bespoke systems in order to comply with domestic technology.

“Our objective in undertaking this report was to foster a better understanding of the travel management industry in China – an area about which little is known despite being widely recognised as a potentially important economy driver.”

David Brett, President, Amadeus Asia Pacific

The report, based on interviews with 112 corporate executives in China, also finds that change is forthcoming. It indicates that the domestic corporate travel market has expanded significantly over the last two decades and will continue grow. IT penetration is also expected to proliferate, driven by the growth of credit card adoption and the spread of broadband infrastructure into the regions while the growth of a technologically competent under-35 generation is also forecasted to further increase the use of technology.



“This report makes clear that a detailed understanding of the market is an absolute pre-requisite for any company that is either operating in China or is planning to do so in the future. It shows the unique conditions that they must navigate and confirms that those businesses which simply attempt to translate their global systems across are destined to be unsuccessful

Policies and programmes which have been tailored to the local environment are essential.”

Ram Badrinathan, General Manager, PhoCusWright, Asia Pacific

[Click here to download the full study.](#)

If you wish to read further, please [click here.](#)

If you would like more information, please [contact us.](#)



Product news

Amadeus e-Travel Management v12.1

The latest version of Amadeus e-Travel Management will enjoy a number of new features, noting especially the ability for corporations to better manage the risk of travel through a new policy rule.

Minimise the risk of travel with the new duty of care policy

Corporations on Amadeus e-Travel Management will now be able to protect their most valuable asset, their employees.

The new traveller tracking feature will allow corporations to create a duty of care policy by minimising the risk of travel in the unlikely event of a flight accident.

The new feature enables corporations to set a maximum number of corporate travellers per flight. Once that number has been exceeded, the flight automatically becomes out of policy. The travel manager can decide whether travellers will be allowed to complete these bookings, and if so, whether they require approval before being sent to the TMC, ready-formatted for smooth processing.

Travellers are informed if their flight has reached the maximum number of employees permitted

Example of booking which needs approval due to exceeded number of travellers

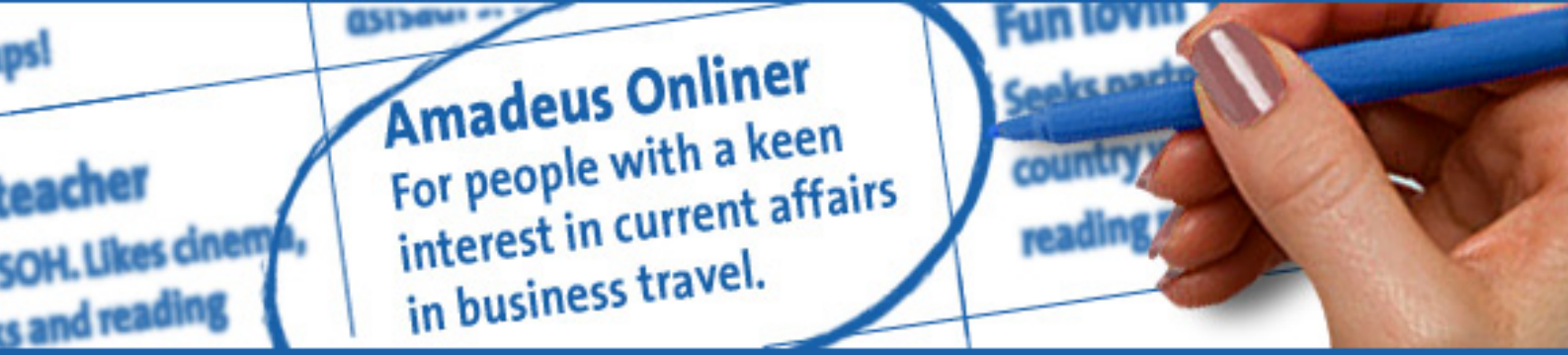
Once approved, the booking is automatically sent to a dedicated queue for travel agent processing, consistently maintaining the automated workflow of Amadeus e-Travel Management.

Create and manage your hotel policy in one simple step

Amadeus e-Travel Management v12.1 allows travel managers to apply their hotel policy into the tool by simply uploading a single file.

Travel managers need only to create a single excel sheet containing their preferred properties along with any subsequent information such as the minimum and maximum price permitted per night. The hotel rules are then automatically generated once uploaded onto Amadeus e-Travel Management, replacing existing rules for the same city with property codes.

This simple way of uploading policy changes into the self-booking tool will allow corporations to maintain more dynamic travel programmes. For corporations with complex hotel policies, defined at property level, a considerable amount of time and effort will be saved, allowing travel managers to focus their resources on higher priority areas.



Enhanced features for car reservations

A range of new car features to give travellers greater flexibility when making car bookings:

Pay for your car reservations with provider charge cards

Travellers using Amadeus e-Travel Management will now be able to use the provider's charge card as a method of guarantee and payment for car rentals. Provider charge cards act like credit cards but are issued by car companies themselves.

This enhancement enables corporations to handle more complex deals with car providers whilst also enriching the payment process, with now a large choice of methods of guarantee.

Send a note to your car rental provider

In a new field called 'Note to the car company,' travellers using Amadeus e-Travel Management will have the option to add additional comments which they wish to pass onto the provider. This enhancement eases the communication between the traveller and the car provider, for a better, more efficient, service.

For example, this new field is beneficial for travellers where additional drivers are present and need to be included in the reservation. Greater flexibility for car pick up and delivery can also be arranged as travellers can inform their provider, for example, where they wish to collect the car keys.

Add special equipment to your car booking

Travellers will now have an extended choice of special equipment during the car rental booking process. For example, at search time travellers will be able to view a list of equipment they can add to their reservation, as shown below.

Advanced Search Features (Optional)

Preferred car companies	<input type="checkbox"/> Car telephone (TEL)	<input type="checkbox"/> Hand controls on left (HCL)	<input type="checkbox"/> Hand controls on right (HCR)
	<input type="checkbox"/> Jerrycan (JRC)	<input type="checkbox"/> Mobile phone (PHN)	<input type="checkbox"/> Multi media center (MMS)
	<input type="checkbox"/> Navigation system (NAV)	<input checked="" type="checkbox"/> Navigational system (NVS)	<input type="checkbox"/> Road/congestion payment scheme (RPS)
Car Class		<input type="checkbox"/> Satellite radio (CSR)	<input type="checkbox"/> Seat belt extenders (SBE)
Car Type	<input type="checkbox"/> Security devices (JAC)	<input type="checkbox"/> Snow chains (SNO)	<input type="checkbox"/> Snow tyres (SNT)
Transmission	<input type="checkbox"/> Spare tyre (TYR)	<input type="checkbox"/> Spinner knob (SPR)	<input type="checkbox"/> Toll payment tag/pass (TOL)
Air Conditioning			
Special Equipments	<input type="checkbox"/> Wheel chair (WHC)	<input checked="" type="checkbox"/> Wheelchair access ramp (WAR)	<input checked="" type="checkbox"/> Wifi access (WAF)
			<input type="checkbox"/> Winter tyres (STR)

Selected Equipments (max. 3)

Note: Confirmation of the equipment is not guaranteed and will be done at booking time only.

For example, travellers can request for a Navigational system, a Wheelchair access ramp and Wi-Fi access to be added to their car reservation



Customised e-mails for greater traveller convenience

Corporations can create customised emails to ensure travellers enjoy an easier, more efficient overall business trip.

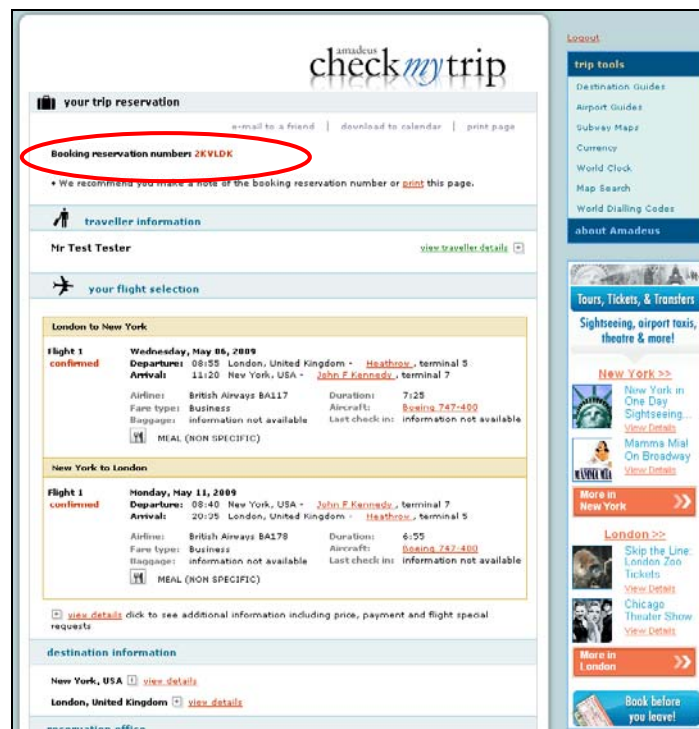
The enhancement provides travel managers with the opportunity to communicate important information to corporate travellers, whilst also directing them to additional services through customisable URLs. Travellers using Amadeus e-Travel Management will be sent the customised email upon completion of a booking.

For example, travellers can receive an email containing a customised URL directing them to a web page of the Travel Managers choice.

```
RESERVATION OFFICE:  
Amadeus  
no-reply@amadeus.com  
6323  
route du pin montard  
Sophia Antipolis 06610 FR  
  
Site : http://e-travelmanagement2.amadeus.com/login/SingleView/GB  
  
Trip has been booked in Community : SingleView  
  
Click the following link to access your online itinerary :  
https://www.checkmytrip.com/CMTSERVLET?&L=FR&R=2IPOKZ&N=TESTER
```

Custom URL with specific booking details

Clicking on the link will lead the traveller directly to a page containing their relevant trip details:



For travellers or road warriors that have many bookings to keep track of, the subject line can be custom built to help them quickly find the information they need. This booking specific information, such as the final trip name and the record locator of the trip, may be added to the subject line, header and footer of the email.



Our Customers - France Telecom

France Telecom optimises the management of its employees' travel with Amadeus

With a travel budget increasing each year and over 100 people working full time in travel management and invoicing, there was a clear need to rationalise, harmonise and set up online solutions at France Telecom.



The Orange France Telecom Group is one of the largest telecommunications companies in the world. 2007 saw the company investing in new territories, by both expanding geographically and advancing its service offering to other areas of business. The group has more than 159 million clients across 5 continents and 190,000 employees world-wide. In France, the company has around 90,000 employees, and 40,000 potential travelers, validating the need to automate processes and put in place a global travel policy with a single self-booking tool provider.

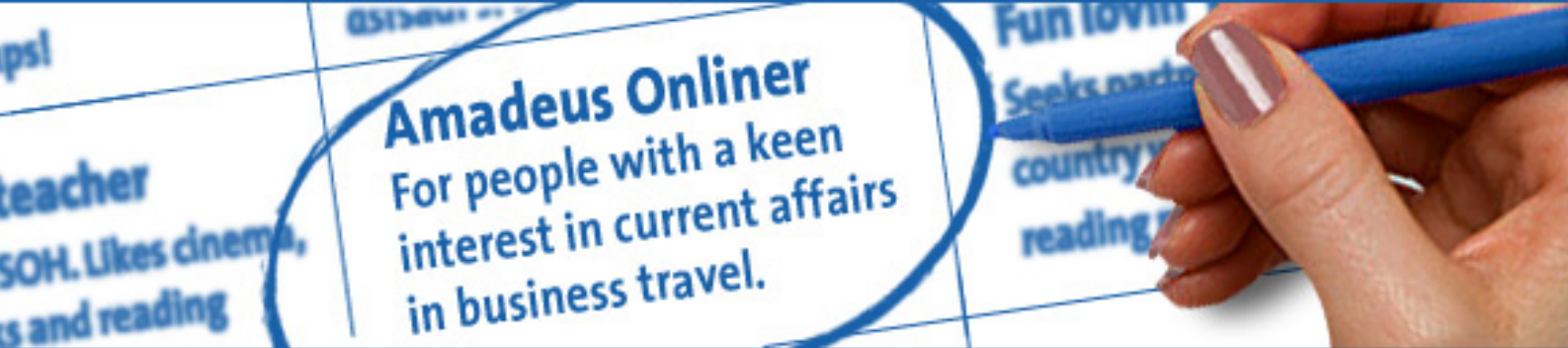
The birth of the project

Michel Dieleman was appointed travel manager of France Telecom in 2003. The travel budget was €130 million with almost 60 people dealing full time with invoicing and more than 50 working exclusively in travel management. One of many challenges was to achieve the ambitious savings objectives on the group's global travel budget as well as putting in place a common travel policy.

The project

After Michel consulted a number of companies, evaluating solutions that could satisfy France Telecom's requirements, it was decided that a unified travel management system was the best way forward. This bespoke system consisted of the integration of Amadeus e-Travel Management for online bookings and Ulysse Travel and Expenses from Etap-On-Line for travel order management and centralised invoicing. Carlson Wagonlit was to become the sole travel agency, Cap Gemini Consulting, the system integrator and corporate credit and lodge cards from Crédit Mutuel and MasterCard, the payment solution.

The first phase of deployment was the introduction of Amadeus e-Travel Management for bookings at Orange France and Orange UK, a brand owned by France Telecom. Phase two was a full-scale global deployment of online bookings within the fully integrated system for the 90,000 France Telecom SA employees in November 2007.



The outcome

Thanks to the close cooperation of France Telecom and Amadeus with other project stakeholders, significant adoption levels were reached from day one of implementation:

- High adoption levels: more than 50% of bookings made online in the first week
- More than 10,000 online bookings per month
- Use of e-tickets for 99% of eligible rail bookings
- Savings of 30 to 60% on transaction charges, 2% on travel expenses and 6€ on average per trip in indirect costs as a result of process automation
- A travel policy that is rigorously controlled

Ensuring the project was a success:

User guidance throughout the rollout process

Daily conference calls took place from two months prior to installation and one month after deployment of the system open to those responsible for travel as well as to travellers looking for training, with no need for face-to-face meetings.

“The success of our project was due to the quality of the solution and both the support provided by Amadeus and the involvement of their teams.”

Michel Dieleman, Travel Manager, France Telecom

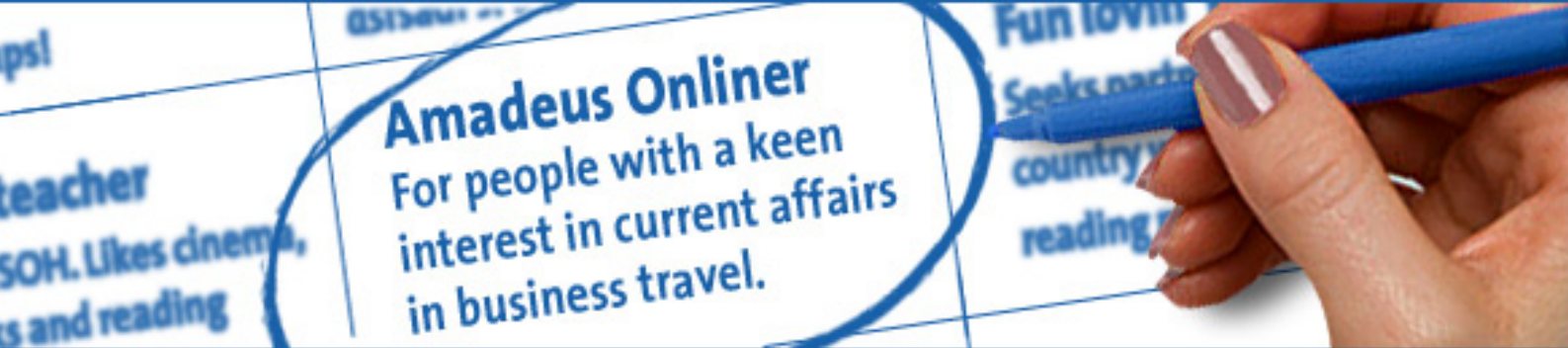
The intranet for the France Telecom Group business travel also played a large role in ensuring the success of the project as a permanent information source including tutorials.

Strict application of the travel policy

Users were granted immediate access to the best rates (Low Cost Carriers, Low Fares etc.) via the customised configuration of Amadeus e-Travel Management. Increased online adoption was achieved through the use of an automatic switching screen to direct employees to the online booking tool or the travel agency, depending on the complexity and content of the trip.

Introduction of monitoring and control tools

A team of “savings trackers” analyse spend and travel policy compliance then communicate with the travel manager via monthly reports. A monthly travel policy deviation report is also sent to management to track France Telecom’s performance in relation to its travel budget.



Top management buy-in

Top management involvement is vital to legitimise a project. The appointment of Michel Dieleman was validated by the Executive Committee, thereby endorsing the project. Dieleman confirmed that *“Obtaining support from management across all countries and from the different stakeholders was essential in order to set up such a travel policy.”*

The next stages in the France Telecom project will be to reinforce online adoption and also to pursue deployment to other business units.

[Click here to read this and other success stories of our other customers.](#)



Did you know...?

Did you know you can arrange to pick up or drop off your rented vehicle at your company's address with Amadeus e-Travel Management?

Greater convenience for travellers who can save time by picking up or dropping off their rented car at special company addresses

Corporations can agree upon special addresses for car delivery or collection with car rental providers which are then made available to travellers arranging car rentals through Amadeus e-Travel Management. For example, a company could define its office address as a special pick up/drop off point, making life easier for employees travelling to and from the company's office. Additional information can be defined to inform travellers of any special conditions for each of the addresses.

When searching for car availability in off-airport locations, travellers select the 'Special addresses' amongst the list of rental locations.

Amadeus e-Travel Management - Car Off-airport Location

Option	Company	Address	Location
<input checked="" type="checkbox"/>	EUROPCAR	Philips, route des Lucioles, Sophia Antipolis	Special delivery and collection
<input type="checkbox"/>	EUROPCAR	3 Av Gustave V / Nice	City center
<input type="checkbox"/>	AVIS RENT A CAR	2 Ave Des Phocceens Nice	City center
<input type="checkbox"/>	BUDGET	1 Bis Avenue Gustave 5	City center
<input type="checkbox"/>	NATIONAL CAR RENTAL	Nice International Airport	City center
<input type="checkbox"/>	SIXT	Nice Centre	City center

Special delivery and collection

Summary

Traveller: PProcha USA

133.47 EUR

Lowest rate offered: 133.47 EUR

• Pick-up: Philips, route des Lucioles, Sophia Antipolis - 8:00 PM

• Pick-up information: Car will be available for pick-up at reception desk

The Traveller will see:

- The address of the delivery/collection point
- The Delivery/Collection code
- Additional pick up/drop off information as provided by the corporation (i.e. special conditions such as the address of the delivery/collection point)

Example "Car will be available for pick up at reception desk"

For more information on Amadeus e-Travel Management features, please [click here to visit our new Resource Centre](#).



Meet the team

The mission of the Corporate Solutions team in Asia Pacific is to ensure that corporations and Travel Management Companies in the region are able to reduce costs and increase productivity through the use of Amadeus' technology and business process expertise.

The team serves over 160 corporate customers in the region across 10 countries (Japan, Hong Kong, India, China, Singapore, Philippines, Malaysia, Thailand, Australia and New Zealand). The 17 dedicated team members are based in the markets close to the customer, ensuring a deep understanding of market dynamics and helping them to respond to customer needs.

Regional Headquarters in Bangkok

Lisa Akeroyd

Based in Bangkok, the regional headquarters, Lisa is responsible for Sales of Amadeus' Corporate Solutions and Account Management for key corporate and reseller accounts in the Asia Pacific region.

Lisa has over 10 years experience in IT Sales, Business Development and Marketing. Lisa relocated to Asia in 2004.

Lisa has a BA (hons) in International Business with Languages from the University of Sheffield, UK and a Maitrise de Gestion (Management Sciences) from IPAG, France and also holds a Masters in Marketing from Cambridge College of Marketing. She holds a diploma in Marketing from UK Chartered Institute of Marketing and sits on the ACTE Asia Pacific Technology Steering Committee.



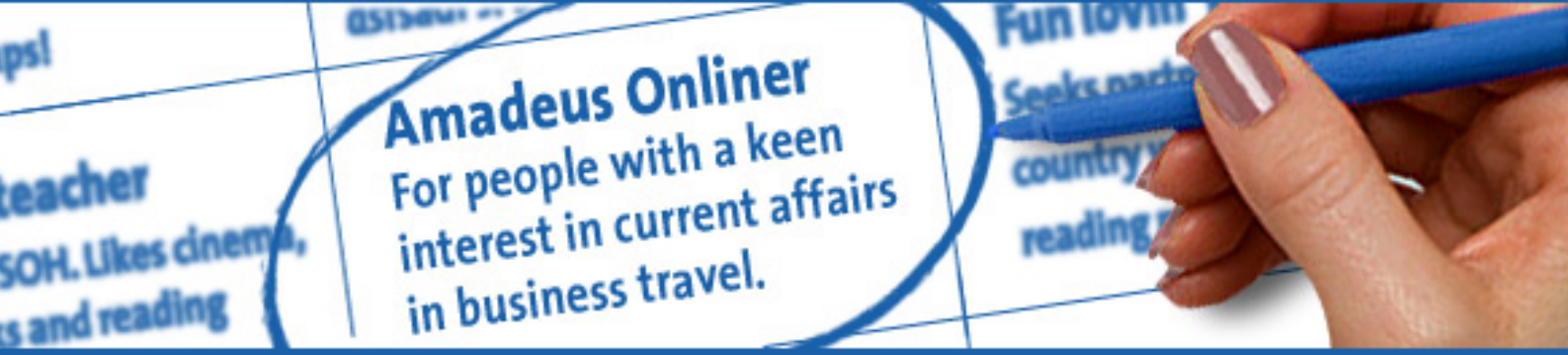
Matt James

Matt is the Regional Head of Account Management based in Bangkok. He has over 10 years experience in the travel industry, working in London and Sydney.

Originally from the UK, Matt joined Amadeus Australia in 2005 as e-Commerce Corporate Manager before relocating to Bangkok. Matt brings to his position a wealth of knowledge in project management, implementation and account management.

Matt holds a degree in Politics from the University of Portsmouth.





Jacquie Page

Jacquie is a Regional Manager for Corporate Solutions in Asia Pacific based in Bangkok, and is responsible for providing consultancy services to corporations to assist them in streamlining their travel booking processes to maximise efficiencies.

In 1997 Jacquie joined Amadeus in New Zealand and relocated to Sydney in 2001, where she was responsible for the rollout of Amadeus solutions across the Australian and New Zealand markets. In 2006 after relocating to Bangkok and prior to joining the corporate solutions team, she was responsible for selling Amadeus customised travel agency solutions to Travel Management Companies.

Jacquie is currently completing a Masters in Business Administration.



Darren Millward

Darren Millward is Regional Implementation Manager, Corporate Solutions, Business Solutions Group. He is responsible for managing the implementation process of new Corporate Solutions customers and supporting customers both pre and post sales through technical and product knowledge.

Darren started with Amadeus Asia in October 2005 as Senior Trainer, and was promoted to Team Leader, Regional Training Department in October 2006. Prior to taking this position, he was a Programmer and then Trainer with Amadeus, France, having joined the company in July 1997.

Darren holds an honours degree in Linguistics and Computing from the University of Manchester, Institute of Science and Technology.



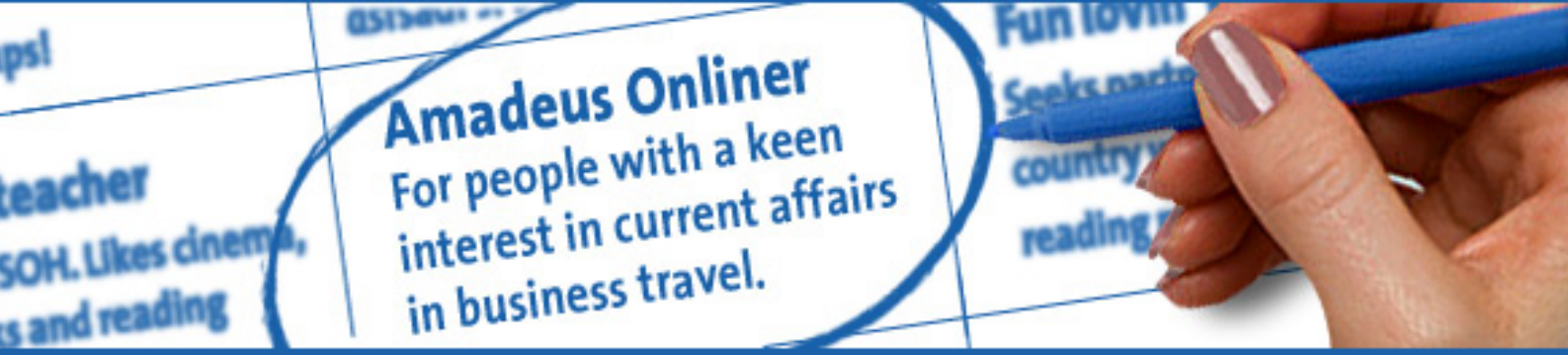
Hong Kong

Kathy Pang

Based in Hong Kong, Kathy is responsible for sales of Amadeus Corporate Solutions in the Greater China market. Prior to joining Amadeus Hong Kong, Kathy worked for several Travel Management Companies (TMCs). Besides her extensive experience in sales acquisition and account management of corporate accounts with TMCs in Hong Kong, she has also worked in different departments of Cathay Pacific Airways for a period of 8 years.

Kathy holds a degree in Tourism Management from the University of Strathclyde. Kathy is a member of German Chamber of Commerce and HK General Chamber of Commerce.





Singapore

Rita Ganes

Based in Singapore, Rita is responsible for providing consultative services for Amadeus corporate solutions. Rita brings a wealth of experience and expertise in corporate travel management from her previous roles in Travel Management, Expense Management Solution and the Hotel Industry.

Rita holds a Bachelors Degree in Hotel Management from the University of St Paul in the Philippines and a member of the British Chamber of Commerce in Singapore.



Japan

Hisashi Shimizu

Hisashi Shimizu is an e-Commerce manager in Amadeus Japan.

He is responsible for expanding the sales of Amadeus e-Travel Management to Travel Management Companies and corporations and then enhancing the usage of it.

Hisashi joined Amadeus Japan 5 years ago as Sales Manager after 17 years of experience in NTA and AMEX in the field of Corporate Travel Sales.



India

Shilpa Bhatia

Shilpa Bhatia joined Amadeus India as the Head of Corporate Sales in June 2007.

In her role, she is responsible for the sales and implementation of Amadeus e-Travel Management for large corporations in India.

Prior to joining Amadeus she had been working in the aviation industry, providing her with an enriching experience of more than 15 years of corporate and multinational account management.





Australia and New Zealand

Andrew Paton-Smith

Andrew, who has been with Amadeus since the beginning of 2008 is responsible for the rollout of Amadeus corporate solutions in the Australian and New Zealand markets.

Prior to joining Amadeus, Andrew was the Head of Technology with QBT (the largest Travel Management Company in Australia and New Zealand) where he worked to supervise on-line adoption of Amadeus e-Travel Management as part of the overall technology strategy.

Andrew has over 8 years travel technology experience, starting in the industry at Navigant International (TQ3Navigant) where he rose to EMEA and APAC Regional IT Director roles.

Andrew's team is formed by **Tricia Lane** and **Andrew Delaney**, both e-Commerce Implementation Consultants, and **Ana Duarte**, Product Manager and Trainer for the Corporate Channel.



Damien Leonard

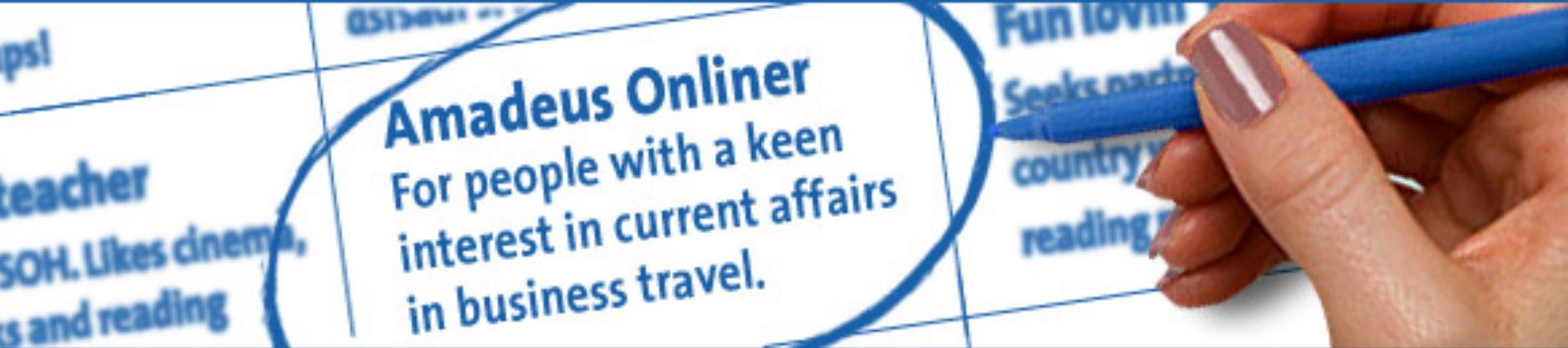
As General Manager, Sales and Marketing, Damien Leonard's primary responsibility involves the development and implementation of Amadeus' new sales, marketing and product strategies for Australia, New Zealand and the South Pacific.

Formerly a Regional Market Manager for Amadeus Asia Pacific, Damien, brings to his position a wealth of travel industry and management experience.

Previously Damien worked for Amadeus Australia as Regional Manager, where he was responsible for travel agency sales and account management.

Damien leads a team of three regional managers, **Yvonne Castle**, **Kim Staughton** and **Tracey Topia** who are responsible for each of the different regions in the market.





What's going on?

ACTE Global Education Conference, Marriott Wardman Park Hotel, Washington D.C, 5th-7th April 2009

“Unconventional solutions for uncommon times.”

After the success of the ACTE Global Education Conference in Rome last year, this year's Washington event promises to be no different. Amadeus, an Executive Circle sponsor of the ACTE organisation and a platinum sponsor of this event, will be present at the conference which will offer attendees the opportunity to learn about the latest trends, standards, challenges, and opportunities in the business travel industry.



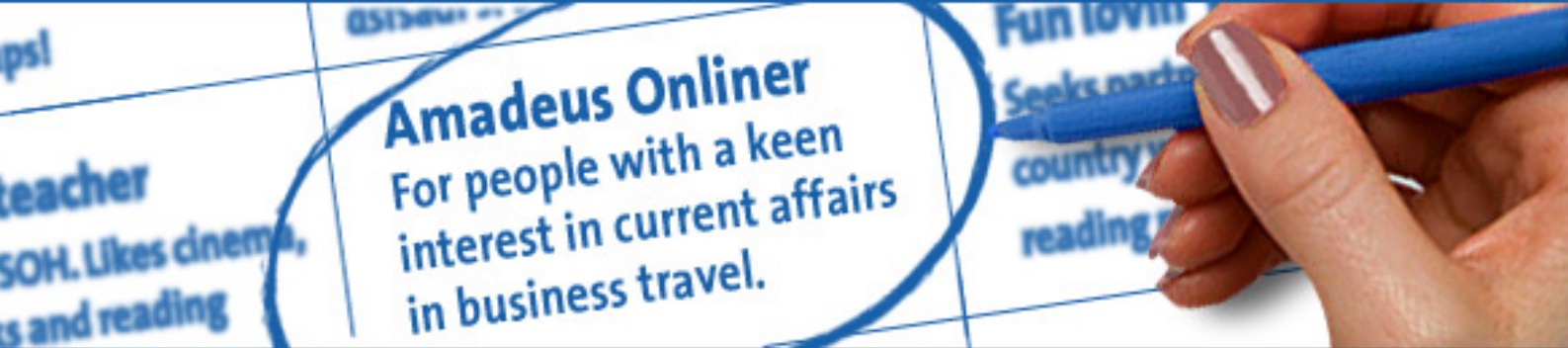
Amadeus will also sponsor the education session “**Earning your place at the Executive Table**” which will take place on the 6th April. As usual in ACTE conferences, Amadeus will be present with a booth at the TransACTE tradeshow.

The 2009 key note speakers include:

- **Juan Enriquez** - Managing Director, Excel Medical Ventures and Founding Director Harvard Business School's Life Science Project
- **Polly Labarre** - Innovation Correspondent, CNN and Co-Author of *Mavericks at Work: Why the Most Original Minds in Business Win*
- **James C. May** – President and Chief Executive Officer, Air Transport Association of America, INC
- **Drazen Prelec PhD**, Behavioural Economist Professor, Massachusetts Institute of Technology (MIT)

Dwayne Ingram, Executive Vice President, Amadeus Americas will present the “industry perspective” prior to the keynote presentation which will be delivered by **Drazen Prelec PhD**, Behavioural Economist Professor, Massachusetts Institute of Technology (MIT).

[Click here to find out more about the event](#)



Also of interest

Amadeus Cars, first to achieve 100% e-Voucher

Amadeus has become the first in the car rental industry to achieve 100% e-Voucher for car rental reservations worldwide.

[Click here to read the press release.](#)

Veteran technology executive recognised for leadership that has transformed Amadeus' capabilities in serving its global travel customers

Eberhard Haag, Executive Vice President of Global Operations and General Manager of Data Processing, has been selected by [Computerworld Magazine](#) as a Premier 100 IT Leader for 2009.

[Click here to read the press release.](#)

Joint American Express and Amadeus webcast on CFO priorities for travel management, 26th February 2009.

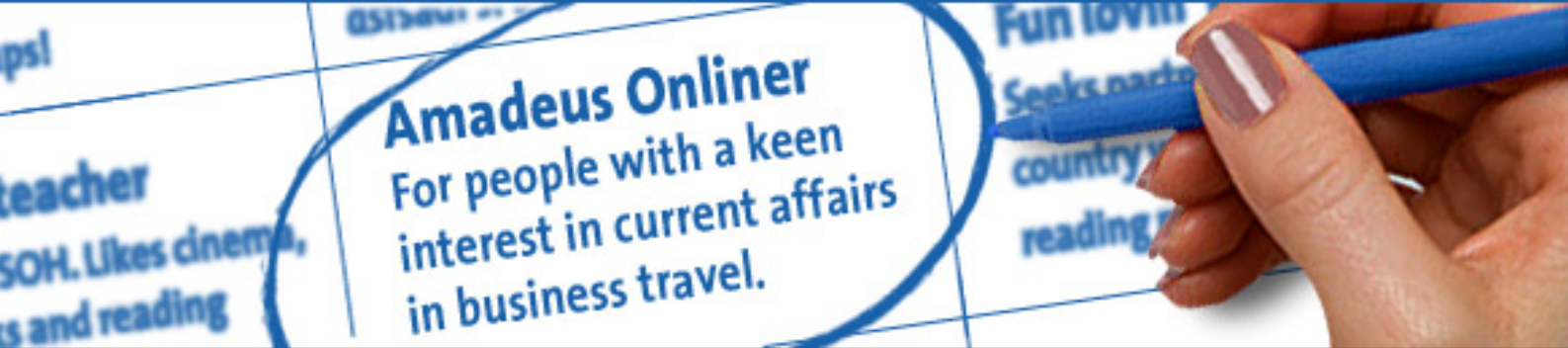
In February, Amadeus took place in a webcast entitled [CFO Priorities for Travel Management](#). Vic Pynn, Senior Vice President of the Multinational Customer Group, Amadeus North America, and Herve Sedky, Vice President and General Manager of Global Advisory Services and Corporate Meetings and Solutions, American Express Travel were key speakers at the event. They explored critical issues for the efficient procurement and management of travel in 2009.

“Beyond the Storm: Opportunity and Risk in a New Era of Finance.”

Featuring enhanced networking opportunities and increased interactivity, CFO Outlook 2009 examined the global financial crisis in terms of how it transformed your expectations, strategies, and ultimately your role. Designed to foster impartial discussion among industry peers across Europe, the conference provided insights from CFO Europe's award-winning editorial team alongside expert opinion from a panel of industry leaders.

As part of our continued efforts to raise awareness among financial executives of the benefits that travel management technology can bring to the company bottom line, Amadeus was delighted to sponsor this CFO Outlook event.

A recent joint white paper between Amadeus and CFO Europe Research Services examined CFOs' priorities for corporate travel management against a backdrop of technological advances in travel tools, economic uncertainty and environmental concerns. [Cost control and beyond: The CFO's agenda for corporate travel](#), based on the results of an online survey of more than 120 senior finance executives in Europe, Asia and the US, explored issues such as the CFO's travel agenda, a single view of travel across the business and how to impress the CFO. [CFO Europe Research Services also filmed an interview Gillian Gibson](#), Group Vice President of Amadeus, highlighting the main findings of the research.



Facts & figures

About Amadeus

Amadeus' worldwide presence	
Employees	More than 8,600
Nationalities (of employees)	105
Number of Markets	217
Customer Base	More than 2,500 of the world's largest corporations with more than one million active users utilising Amadeus e-Travel Management

About Amadeus e-Travel Management

Access to	
Airlines	500
Car rental companies	22
Hotel Properties	80,000

Additional direct links to	
Low Cost- Airlines	Over 80
Railway Providers	Deutsche Bahn, Swedish Rail, Finnish Rail, Benelux Rail, SNCF (including Thalys and Eurostar from France) and UK Rail
Car providers	Avis, Europcar, Hertz, Sixt

Available in	
Languages	15
Currencies	160

Awards

Amadeus technology has won many awards. [Click here](#) for details.



Amadeus news round-up

[Click here to read any of the below releases in full.](#)

16th February 2009

Amadeus joins BlackBerry ISV Alliance Program to provide travellers with mobile technology solutions on BlackBerry smartphones

Amadeus today announced that it has joined the BlackBerry® ISV (Independent Software Vendor) Alliance Program, and will be exhibiting at the BlackBerry stand at Mobile World Congress in Barcelona from 16-19 February 2009.

9th February 2009

Economist Intelligence Unit predicts new age of austerity for business travellers

Amadeus is today launching a report commissioned from the Economist Intelligence Unit, into the effect of the economic downturn on executives' choice of hotel. Titled, 'The Austere traveller - the effect of corporate cutbacks on hotels', the report finds that executives will make fewer, shorter and cheaper business trips in 2009 and prefer basic efficiency and good service over ancillary services. Fully one-fifth of the 354 executives who responded to the survey in Asia, Europe and North America thought an internet connection was more critical than a quiet room.

3rd February 2009

Amadeus unveils first in-depth look at the Chinese Corporate Travel Market

Amadeus and travel research authority PhoCusWright today unveiled a report that sheds light for the first time on corporate travel in the world's fastest growing economy. Entitled Corporate Travel Management and Practices in China, the report, which is based on interviews with 112 corporate executives in China, paints a picture of the huge opportunities available for the travel and tourism industry in the market. At the same time, it highlights the significant challenges facing companies operating in the country, whether they be multinational corporations with a presence in China, private domestic companies or state owned enterprises.



What's new...?

Check out the latest updates to our website:

www.amadeus.com/corporations

New research paper: Corporate Travel Management and Travel Practices in China



Launched in February, this joint study from Amadeus and travel research authority PhoCusWright looks at corporate travel in China. The findings of the report conclude that the use of IT remains limited, travel is defined by the government and localised processes are a must.

[Click here](#) for your free copy.

Additionally read more about our...

Research Papers

To download some of our many research papers, [click here](#).

Customer stories

To learn more about some of our customers, [click here](#).

Newsletters

If you're interested in previous publications of the Onliner newsletter, [click here](#).

Resource Centre

[Click here](#) to visit our new Resource Centre.

Let's get to know each other!

For further information please [contact us](#).