Airports - amongst the busiest places on earth!
The airport plays host to one of the most dynamic, multicultural, fast-moving businesses in the world - air travel. So many players must successfully interact to achieve the ultimate goal: streamline passenger processing and flight operations to achieve on-time departures around the clock. However, the reality is that communication and collaboration across airport activities is difficult to achieve, with multiple IT systems, applications and processes in place. A common working ground is essential to address the inefficiencies which can impact performance and costs.

Converging the 3 worlds
An established provider in the world of airline technology solutions, Amadeus has created a complete Altéa suite of airline applications, based on solid technology foundations. It was therefore a natural progression to leverage this knowledge and expertise and apply it to airports. We have used a software-as-a-service (SaaS) approach and developed flexible, modular architecture to facilitate the evolution of our solutions for airports and ground handlers. The result: a community model, founded on the principles of data sharing, uniting the 3 worlds of airlines, airports and ground handlers.

A shared platform for a more efficient airport ecosystem
A flight can’t depart, a passenger can’t check in, a suitcase can’t be loaded unless airlines, airports and ground handlers collaborate at every step throughout the passenger journey. It therefore makes complete sense for airlines to form synergies with airports and ground handlers to improve operational efficiency and enhance the customer experience. This can be achieved at many levels: developing the infrastructure used to access passenger applications, sharing real-time data, streamlining passenger processing, delivering self-service capabilities and improving baggage services.
Amadeus Altéa Ground Handler Departure Control (DCS)

Passenger processing from one centralised platform

What is Amadeus Altéa Ground Handler Departure Control?
Millions more people are travelling every year, putting pressure on airports to deliver passenger and flight services within the constraints of their existing infrastructure. One way to increase capacity and productivity is with a common use platform that enables ground handlers to service Altéa and non-Altéa airlines from the same desk. Amadeus Altéa Ground Handler DC incorporates full customer and flight management capabilities.

How will it help my airline?
Airlines can enter into service agreements with ground handlers using Altéa DC, safe in the knowledge that airline-specific operational processes, services, business rules and customer standards will be adhered to. Sharing the same platform with ground handlers, ensures that accurate flight and passenger information is available to streamline the customer experience from check-in to departure. For alliance partners operating out of the same terminal, shared ground-handling capabilities bring instant operational benefits and cost savings.

With Amadeus Altéa Ground Handler DC, your airline will benefit from:
- Consistent ground handling services: ground handlers serve passengers according to your pre-determined airline rules and standards
- Cost savings: no need to install airline DC and networks at new locations or train ground handlers, thanks to a multi-airline ground handler community platform
- Increased revenues: tight integration of shared data (contract, billing, inventory, reservations) ensures accurate collection of service charges and an instant view on seat re-sale opportunities
- Faster and simpler check-in process: results in a positive experience for travellers

“Aegean currently uses the Amadeus ground handling solution in 44 airports, having active partnerships with 13 handling companies. The tool is efficient because of its customisable feature that gives us the option to introduce our own policies in the different sections. This makes it possible for Aegean airlines to maintain consistency and sustain best practices, providing a better service to our passengers. In addition, the implementation period lasts less than a week, and there is no need to install new software or incur additional line costs.”

Vlami Paraskevi
DC Administrator - Aegean

Amadeus Airport Operational Database (AODB)

Powering airport operations with content-rich information

What is Amadeus AODB?
At the heart of every airport operations is data – thousands of pieces of information on flights, passengers, baggage and equipment – which determine how the airport ecosystem operates. Amadeus AODB gives airport players a unique resource: an intelligent repository to host, manage and disseminate complex flight-related information to improve critical decision-making across the airport environment.

How will it help my airline?
What if you could manage your operations more efficiently by having a hub view of passengers transferring to connecting flights, their transfer times and the ground services required? Amadeus AODB is a hub management application designed to do just that. Amadeus AODB is also fully A-CDM compliant (Airport Collaborative Decision Making), providing airlines and airports with a common situational awareness of airport activity, at any given time.

With Amadeus AODB, your airline will benefit from:
- Reduce IT costs significantly: easy integration and interface maintenance, while benefiting from a resilient, community model accessible anywhere, on-demand, thanks to a cloud-based solution
- Improved on-time performance through A-CDM compliance: accurate operational data in real-time disseminated to airport partners, based on A-CDM principles
- Manage passenger recovery at hub level: make advanced decisions for affected passengers, thus minimising the impact of disruption on arrival at the hub airport
Amadeus Self-Service Bag Drop

‘Drop & go’ self-service for passengers

What is Amadeus Self-Service Bag Drop?
Self-service check-in kiosks have now become a standard feature in most airports to increase capacity and speed up the check-in process. Amadeus has taken this one step further with self-service baggage drop (SSBD), a quick, secure and easy way for passengers to drop their bags and head for the departure lounge. Amadeus SSBD is a multi-airline, multi-airport solution and can be installed on any IATA CUSS-compliant hardware.

How will it help my airline?
74% of airlines want to introduce self-service bag drop by 2015 because 7/10 passengers put this at the top of the list of their travel priorities (ATW/Sita survey 2014). SSBD gets your passengers through the departure terminal quicker, causing fewer delays and making the whole check-in process more efficient.

*The SSBD trial has allowed TAP to update the check-in processes, making them simpler and faster. Side-by-side with Amadeus, we’ve been creating new windows of opportunities, which we hope result in an improvement on the quality of our processes. Some passengers resisted using the SSBD, but once they actually try it, they are convinced it works, and the most frequent passengers use it again after having done it successfully for the first time.*

Ángela Santos
TAP Portugal Customer Service Team

With Amadeus SSBD, your airline will benefit from:

- Enhanced customer service: bag drops can be made 6 times faster
- Revenue generation: excess baggage policies are applied systematically
- Multi-airport, hardware agnostic & CUSS-compliant software: implement self-service bag drop with minimal effort from any terminal
- Central management: SSBD, SSCI and DCS can be managed from the same administration panel with the same controls
- Thin client application: allows for fast time to market and easy maintenance

Amadeus Airport Baggage Reconciliation System (BRS)

Automated baggage tracking

What is Amadeus Airport BRS?
Millions of bags are processed through thousands of airports every day, so it is inevitable that some bags will be misplaced. However, a reliable ‘track and trace’ system that can pinpoint baggage throughout its journey will help to reduce compensation pay outs, passenger upheaval and processing costs. Amadeus Airport BRS is a reconciliation solution which matches real-time passenger, flight and baggage data from check-in until flight departure.

How will it help my airline?
Baggage delays or lost luggage have a huge impact on the passenger journey and generate negative sentiment towards the airline. Amadeus BRS scans each bag and tracks its journey to the aircraft. This process is seamlessly linked to the passenger status, so the bag is only flagged as ‘ok to load’ when the passenger is ready to board. Better tracking ensures fewer lost bags, reduces compensation pay outs and avoids baggage off-loads which can cause costly delays.

“We have realised a remarkable vision with Amadeus’ baggage technology: not only do we save on the heavy costs of complex teletype messaging technology, but we have gained baggage handling accuracy thanks to its full automation and real-time processing. The repercussions have already been felt by all stakeholders in our hub, including passengers, who have experienced an improvement in punctuality and quicker baggage delivery, and ground handlers who have a much more efficient and user-friendly system - it’s a win-win for all!”

Ástþór Ingason
Vice President, Ground Operations - Icelandair

With Amadeus Airport Baggage Reconciliation System (BRS), your airline will benefit from:

- Fewer compensation payouts: constant track and trace of luggage items thanks to 100% reconciliation
- Reduced messaging costs: removal of TTY messaging to communicate status and location of baggage
- Increased productivity: accurate weight and balance calculations improve baggage load management
- Centralised baggage management: no local server to purchase, maintain and support

Amadeus Airport BRS - ‘Drop & go’ self-service for passengers

20 seconds: the average time for one passenger to drop one bag

100% baggage reconciliation

100% baggage reconciliation

100% baggage reconciliation
Amadeus ACUS (Airport Common Use Service)

Cloud-based infrastructure to enhance application management

What is Amadeus ACUS?
Amadeus Airport Common Use Service (ACUS) is a next-generation platform that delivers resilient, scalable and cost-efficient technology. Unlike traditional CUTE applications, Amadeus ACUS is centrally hosted in the cloud, making it accessible via any secure network connection. As a result, passenger processing systems can be deployed on demand, using application virtualisation technology.

How will it help my airline?
Amadeus ACUS is a cost-effective solution that will give you the flexibility to adapt to operational demands and access critical passenger applications anywhere, anytime from both mobile and fixed devices. Amadeus ACUS can be integrated into any airline DCS, making it quick and easy to expand your network into new airports using the same common use, community platform.

With Amadeus ACUS, your airline will benefit from:
- Rapid application deployment: airline staff have instant access to the latest application versions
- Reduced network expenditure: interface to ACUS removes need to link airline DCS to each airport site
- Mobility and operational agility: access passenger processing applications from any fixed or mobile device
- Scalability: increase capacity on demand using SaaS model, hosted in the cloud
- ‘Green technology’: ACUS requires no dedicated server room and uses thin client PCs, reducing overall environmental footprint on arrival at the hub airport

Technology designed for airlines, airports and ground handlers to work together
Amadeus has taken major steps to innovate airport technology, leveraging the cloud and mobile advancements to deliver flexible, scalable, customer-driven applications. For example, airports and airlines can now save space by sharing the same community platform and customers can benefit from more self-service facilities, enhancing the overall journey and reducing operational costs. But this is just a stepping stone - we have even bigger and greater plans for the airport ecosystem. Imagine real-time, accurate data available simultaneously to all airport stakeholders; imagine a hassle-free SaaS model installation to access any airport or airline application; imagine advanced retailing tools driving new revenues. Amadeus is already developing these technologies today, for the airports of the future.

Let’s shape the future of travel
Amadeus provides solutions which facilitate the entire travel journey, improving the traveller’s experience whilst helping airlines manage their own business more effectively. We are at the heart of the global travel industry, working with our customers and partners to shape the future of travel.

Find out more
For further information, visit amadeus.com or speak to your Amadeus Account Manager today.

© 2014 Amadeus IT Group SA