1.

Introduction
Amadeus in a few words

- We are the leading technology company dedicated to the global travel industry
- We are present in 190+ countries and employ 15,000+ people worldwide
- Our solutions enrich travel for billions of people every year
- We work together with our customers, partners and other players in the industry to improve business performance and shape the future of travel

- 630+ million total bookings processed in 2017 using the Amadeus distribution platform
- 1.6 billion passengers boarded in 2017 with Amadeus and Navitaire solutions
- 1 of the world’s top 15 software companies Forbes 2017 global rankings
- 6th consecutive year included in the DJSI Recognised as world leader in the Software & Services industry sector in the Dow Jones Sustainability Index in 2017
Enriching every step of the traveler’s journey
Providing local expertise, all over the world

We work in 190+ markets
2. Amadeus history
A history of shaping the future of travel

Amadeus is founded by Air France, Iberia, Lufthansa and SAS
1987

First booking is made through Amadeus' systems
1992

Amadeus becomes world leader in number of travel agency locations
1995

1 million bookings made in a single day for the first time
1998

Partnership with BA and Qantas to launch Amadeus Altéa – our core Airline IT offering
2000

Amadeus diversifies into IT solutions for airports, hospitality and rail
2010

Amadeus acquires Newmarket International
2014

Strategic technology partnership with IHG
2016

2016 Red Hat Cloud Innovator of the Year

Acquisition of Navitaire to serve a wider group of airlines
2017

Southwest Airlines goes live on Amadeus Altéa

Major multi-solution contracts with Air Canada and Premier Inn

© Amadeus IT Group and its affiliates and subsidiaries

Southwest Airlines goes live on Amadeus Altéa

Major multi-solution contracts with Air Canada and Premier Inn

2017
3.

Amadeus today
A diverse and dedicated team

More than

15,000
people worldwide

62
languages spoken

146
nationalities

41900
hours of training
Our management team

- Luis Maroto, President & CEO
- Francisco Pérez-Lozao, SVP, Strategic Growth Businesses
- Julia Sattel, SVP, Airlines
- Wolfgang Krips, EVP, Technology Platforms & Engineering
- Ana de Pro, Chief Financial Officer
- Alex Luzarraga, Chief Strategy Officer
- Decius Valmorbida, SVP, Travel Channels
- Tomas López Fernebrand, SVP, General Counsel & Corporate Secretary
- Sabine Hansen Peck, SVP, People, Culture, Communications & Branding
- Denis Lacroix, SVP, Core Shared Services R&D
- Christophe Bousquet, SVP, Airlines R&D
- Alexandre Cabaud, VP, Digital & Transformation Services
- Alex Luzarraga, Chief Strategy Officer
- Denis Lacroix, SVP, Core Shared Services R&D
- Christophe Bousquet, SVP, Airlines R&D
- Alexandre Cabaud, VP, Digital & Transformation Services
- Executive Committee members
Our ambition

Vision
To be the leading provider of technology solutions for the travel industry

Brand promise
We commit to shape the future of travel in collaboration with customers and other industry players

Values
- Customers first
- Working together
- Taking responsibility
- Aiming for excellence

Business strategy
- Sustainable profitable growth
- Innovation and new revenues
- Efficiency & operational excellence
- Our people and our culture

PURPOSE
Shape the future of travel
Our customers

- travel agencies and corporations, online and worldwide
- airlines: 709
- airport operators: 110
- ground handlers: 100
- hotel chains: 300+
- rail operators: 90
- car rental companies: 43
- tour operators: 233
- insurance provider groups: 16
- cruise and ferry lines: 50

433 airlines
233 tour operators
16 insurance
90 rail operators
43 car rental companies
110 airport operators
100 ground handlers
300+ hotel chains
50 cruise and ferry lines

Our strong complimentary results

Revenue breakdown
(Figures in € million)
Our commitment to innovation

On-going research in:
- Cloud-based architecture
- Security
- Massive data
- Real-time analytics
- Mobile

€5 + billion
invested in R&D since 2004

40+
technology sites across the world, from Bangalore to Boston to Nice

Leading R&D investor
In 2017 in the global travel and technology industry
Our robust global operations

- Cutting-edge data centre with support across the globe
- World’s largest data processing centre dedicated to the travel industry
- Scalable technology built on open systems and a service-oriented architecture

55,000+ transactions per second (at peak)

3.8+ bn transactions per day (at peak)

49+ petabytes of storage

30,500+ transactions per second (at peak)
Our corporate and social responsibility efforts

Contributing to local development through technology, people and global travel

- **Technology for Good**
  - 3 projects

- **Knowledge & Skills Transfer**
  - 63 projects

- **Community Support**
  - 123 projects

- **Total value of community investment**: €309m

- **Staff involved in projects**: 2,909

- **Partnerships with 100 non-profits, 119 education institutions and 19 industry stakeholders in 64 countries**

- **Young people trained and mentored in travel reservation skills and basic IT use**: 238

- **Computers donated to support digital literacy in 14 countries**: 2,710

- **€0.854m raised through Click for Change**

  - Funds dedicated to UNICEF’s immunisation programmes in Angola and Cuba, Schools for Asia programme and Regular Resources

- **NORTH AMERICA**: 11 PROJECTS
  - 11

- **WESTERN EUROPE**: 57 PROJECTS
  - 6, 48

- **AFRICA**: 7 PROJECTS
  - 7

- **MIDDLE EAST**: 9 PROJECTS
  - 9

- **LATIN AMERICA**: 20 PROJECTS
  - 6, 14

- **ASIA-PACIFIC**: 23 PROJECTS
  - 7, 16

- **REST OF EUROPE**: 62 PROJECTS
  - 33, 29
4. Our business
What we do

**Connect**
We help our customers connect to the travel ecosystem and grow revenues

**Manage**
We help them manage operations more efficiently and reduce costs

**Serve**
We help them serve travellers better and increase loyalty to their brands
Solutions we offer

**Distribution**
Provision of indirect distribution services

- Data Centre
- Platforms & applications
- Sales & marketing infrastructure
- Customers

**IT Solutions**
Including direct distribution technology

- Business intelligence
- Merchandising
- User-generated content
- e-Commerce
- Social media

- Offer management
- Business Intelligence
- Flight sequence optimisation
- Resource optimisation

- Passenger verification
- Contract and billing
- Weight and balance
- Flight management

- Trip management
- Customer management
- Point of sale
- Distribution
- Baggage reconciliation

- Self-service bag drop
- Self-service check-in
- Loyalty
- e-Commerce
- Mobile

- Search
- Advertising
- Mid- & back-office
- Expense management
- Payments

- Ticketing
- Self-booking tool
- Point of sale
- Mobile

- Ticketing
- Self-service bag drop
- Self-service check-in
- Loyalty
- e-Commerce
- Mobile

- Revenue management
- Revenue accounting
- Content management

- Reservation
- Property management
- Payments
The future
How we see the future

**Personalised**
Tailor-made experiences unique to the traveller’s preferences

**Connected**
A smooth, door-to-door experience

**Sustainable**
Economically, socially and environmentally responsible growth
How travel will grow in the future

Projected growth in global air travel
Domestic and international air passengers growth to 2035

- In 2016: 3.8 billion air passenger segments*
- In 2035: 7.2 billion air passengers**

Growth: 89% growth

Total contribution of travel & tourism to global GDP
(In € billions)

- 2013: 3,000
- 2014: 4,000
- 2015: 5,000
- 2016: 6,000
- 2026F: 10,381

Annual growth: 4%

* IATA 2016 Annual Review
** IATA passenger growth forecast

WTTC Economic Impact World 2016
Let’s shape the future of travel together
Thank you!