

You have been using Amadeus Agency Manager for some years now. Your Mid-and-Back Office solution is working fine although new needs and challenges have certainly surfaced. Amadeus Agency Manager Expert Services will help boost your IT solution and reduce maintenance costs by optimising your Amadeus Agency Manager thanks to a set of tailored consulting, configuration and training services.



### Drive maximum value from your IT investment with Amadeus Agency Manager Expert Services

Based on our experience with Amadeus Agency Manager customers, we have designed a new Expert Services offer. Discover how we can help you make the most out of your Amadeus Agency Manager!

**Lutz Vorneweg**  
Director Travel Agency Services & Consulting, Amadeus

#### Time for a check-up

Have you considered undergoing a health check of your Amadeus Agency Manager solution? Just ask Amadeus!

Ensure you are getting the most out of Amadeus Agency Manager and see an immediate impact on your agents' productivity.

How? Get an expert on site to review your Mid-and-Back Office solution and identify opportunities to further optimise it.

You will be amazed by the untapped value that Amadeus Agency Manager can bring to your business.

#### Grow with your business

Your business has certainly grown and maybe even changed since you first implemented Amadeus Agency Manager in your travel agency.

Make sure you keep pace with the market and your own business' evolution. Update your Mid-and-Back Office solution with specific modules such as Document Management or functionalities such as a new credit card supplier.

Have peace of mind and let Amadeus adapt your original setup for you while limiting business disruption.

#### Coach your agents

Skilled agents will drive your maintenance costs down with a more effective day-to-day use of your Mid-and-Back Office solution as well as increased reactivity towards problem resolution.

Our extensive range of standard or "à la carte" trainings have been designed to support you and your agents through the entire life cycle of your Amadeus Agency Manager solution. Coaching your agents with our consultants will turn them into in-house experts of Amadeus Agency Manager.

#### Rely on Amadeus' expertise

With 20 years of experience in the travel and tourism industry and our know-how on implementing Mid-and-Back Office solutions in more than 30 markets, our consultants have all the necessary expertise to advise and help you drive maximum value of your investment in Amadeus Agency Manager.

They will work closely with you to guarantee that the mission runs smoothly and that the results significantly optimise your business.



> Consulting services

**Benefit from our consultants' advice to boost your Amadeus Agency Manager.**

Get Amadeus consultants to conduct an in-depth analysis to optimise your Amadeus Agency Manager processes. You may have to review your supplier matching processes and optimise and automate some of them. Boost your Mid-and-Back Office solution with our Consulting services and see an immediate impact to your agency's productivity.

> Configuration services

**Grow with your solution and adjust it to your new business needs and technical requirements.**

Get Amadeus experts to implement new Amadeus Agency Manager modules and functionalities that you would like to add to your original setup. Perhaps you have to implement a new credit card supplier, to extract statistics or to open a new training environment. Amadeus experts can do these and more for you.

> Training services

**Get in-house expertise and reduce your maintenance costs.**

Strengthen your agents' knowledge on specific functionalities or introduce the latest evolution of Amadeus Agency Manager thanks to our Training services. Do you need a deeper understanding of a new release or specific functionalities? Are you looking to understand and evaluate the impact of setup changes to your business? Perhaps you are interested in facing the challenges linked to your staff turnover? Benefit from standard or "à la carte" trainings on product releases, fee management, Document Management and more!

Fee Management Consulting

**BSP Supplier Matching**

**Data Upload** Other Supplier Matching

Email Module consulting

Amadeus Agency Manager  
Process Optimisation

Automation from the Front Office

Mid Office/ Back Office Data Extraction

**Credit Card Extraction**

Crystal Clear  
layout configuration

File Transfer Automation Copy Company

Handoff Handlers set-up Currency Upload Automation

Document Management  
set-up

**Banking module automation**

Product Release  
Training

**Profiles management training**

BSP Supplier Matching training

Document Management **New Product Release  
Awareness Session**

training Fee Management module training

For more information please contact your local sales representative or email us today at [services@amadeus.com](mailto:services@amadeus.com)