

Amadeus Agency Manager Hosting

Business Management

Amadeus Hosting is a highly secure and reliable ASP service enabling you to outsource the operation of your Amadeus Agency Manager mid and back office system. Hosting provides an end-to-end cost effective solution, employing high-end servers designed to run your mission critical applications and allowing you to focus on your core travel business. Amadeus provides IT expertise with secure and reliable handling of your key business data utilising scalable and robust systems that are operated from our established data centre in Erding, Germany.



Over 60% of Agency Manager customers have chosen to outsource the operation of their system to Amadeus, with an impressive average uptime above 99.9%.

Using an ASP version of Agency Manager hosted in the Amadeus facility in Erding reduces our running costs significantly.

Tony Berry
Technology Services Director, HRG



Cost Efficient

Choosing Amadeus Hosting enables you to drastically reduce the total cost of ownership and up front investment of your mid & back office system. You won't need to purchase, operate and maintain expensive hardware and operating software nor experience any disruption from technological updates. Amadeus is able to achieve economies of scale that are passed back to the customer.

Secure

The security of your mid and back office system data is of the utmost importance as it contains valuable customer data and sensitive information about your business. Amadeus employs market leading security solutions combining maximum throughput with the highest level of security, system availability and the most scalable solution on the market. You can rest assured that your data is totally secure.

Reliable

The operation of your mid & back office system must be reliable and not disrupt your core business. With Hosting, a virtual environment is created for each customer and within this, separate production and test environments. The hosting environment consists of multiple IBM servers designed to run mission critical applications and provide a high degree of reliability. As proof, Amadeus Hosting has an average uptime of 99.976% which is well above the standard service level agreement.

Moreover, the Hosting solution is operated by experienced IT professionals with over 16 years experience in running secure and reliable data centres for major travel companies.

In detail

No upfront investment required

The true cost of running a mid & back office system includes the upfront investment in server hardware as well as the purchase and upgrade of operating software plus experienced IT technicians to operate and maintain the system. Amadeus Hosting automatically takes care of all upgrades in terms of operating system, new releases of Agency Manager software and patches.

Focus on your core business

Thanks to Amadeus Hosting, your team will be released from the routine activities of system operations. While the Amadeus team takes care of monitoring the system and performing data backup copies, your team can focus on your key travel business activities.

Save network costs

Network costs are a major part of running your mid & back office system, especially for companies with multiple locations. For travel companies using Amadeus as their front office system there are significant savings in network costs as they already share the Amadeus network.

Built-in disaster recovery

The Amadeus Data Centre was expressly designed as a high security facility with built-in fallback and disaster recovery capabilities. By carefully distributing redundant systems and data through different fire cells, it is possible to continue regular operation of your Agency Manager mid & back office system, even in the unlikely case of a fire cell failure.

Highly-available solution

Amadeus Hosting is fully redundant at all levels, with no single point of failure in systems and infrastructure. Agency Manager servers are configured in a high-availability cluster connected via Fibre Channel to multiple RAID storage servers out of the Amadeus SAN. The data are regularly backed-up and duplicated. This assures the highest level of service resiliency and availability for your critical mid & back office data.

24x7 monitoring and system support

Amadeus Hosting is integrated into the Amadeus Operations environment to take full advantage of automated problem identification tools and alerting mechanisms. Amadeus Operations have full visibility end-to-end within the Amadeus network of all components and current activity and systems are monitored and supported on a 24x7 basis.

Contact your Amadeus Sales representative to show you how **Amadeus Hosting** helps you manage your business.

www.amadeus.com

Security

Data Security

Amadeus ensures your data safety and security by putting in place policies and procedures that comply with all aspects of current German Data Protection legislation.

Network Security

Amadeus supports several methods of secure access and maintains firewalls and other internet security procedures such as IDS (Intrusion Detection Systems). In addition, private network links, VPN and secure storage methodologies are available.

Physical Security

Amadeus has a strict policy procedure on the physical access to the Amadeus Data Centre in Erding and invested heavily in the physical security of this purpose built data centre.

