

## HIGHLIGHTS 2011

- › Continued success in the implementation of Altéa Customer Management Solution, increasing the total number of passengers handled by Altéa to 439 million.
- › Study conducted to determine the most effective customer communication channels, implementing as a result a communication action plan.
- › New Businesses unit established with key strategic appointments in the Rail, Airport IT and Hotel divisions.
- › Continuous R&D leadership in the travel industry, ranked first in R&D scores in computer services in Europe

## OUTLOOK 2012

- › Further improve the quality of migration of large airline and travel agency customers.
- › Improved support to all customer segments, helping them achieve their goals.
- › Improve customer satisfaction results and reduce waiting time for standard product implementation.