Closing remarks

Year after year, Amadeus makes a significant contribution to improving the efficiency and sustainability of the travel industry. In 2018 almost €900 million was invested in research and innovation, making Amadeus the undisputed leader in R&D technology investment in our sector.

These funds are earmarked for the development and implementation of the most advanced technologies available, to enhance the operational efficiency of airlines, airports, hotels, ferry and cruise companies and other travel industry players, and to connect and serve their customers more effectively, on a global scale. Our solutions also reduce airlines’ fuel consumption and CO₂ emissions and improve the environmental performance of airports around the world. Our continued success relies on the ability to deliver technology solutions and services that drive operational improvements and efficiencies for our customers and for the travel ecosystem as a whole.

Our community platform, through which customers share technology, optimizes costs for the industry and provides easy access to leading-edge technology solutions to a wide range of travel providers. Our solutions portfolio of Passenger Service Systems, for example, not only serves large network carriers but also allows small airlines, regional operators and low-cost carriers to implement top technology solutions in a cost-effective way.

In the distribution business, our solutions meet the needs of all kinds of travel sellers, from large online travel agents and travel management companies, to small, niche travel agents in more than 190 countries.
This worldwide network, connecting travel sellers and travel providers, delivers significant efficiencies to both: effective comparison of travel options for travelers and travel sellers, and better market access and visibility for travel providers. Amadeus’ technology enables efficient trip management, changes and adjustments, even if the trip involves different airlines or other travel providers.

As travel providers connect to the Amadeus Travel Platform, their products become instantly visible to travel sellers globally. This facilitates market access to new entrants and competition on equal terms for large and small providers, with the consumer as the ultimate beneficiary.

The current market conditions present us with many challenges, just like we have had to contend with challenges in the past. They also provide many opportunities to grow and improve. As long as we continue to provide value to the travel industry, listening to and acting upon customer needs, we are well equipped to tackle future challenges and to exploit opportunities. Our technology leadership, our industry expertise and global presence all make us well positioned to remain an industry leader. Our people and organizational culture ensure we do.

This report provides an overview of Amadeus as a company as well as the main highlights of 2018, integrating non-financial information as an important component. I hope you enjoy the read, and we look forward to receiving your comments through the contact information included at the end of the report.

“Amadeus makes a significant contribution to improving the efficiency and sustainability of the travel industry.”

Tomas López Fernebrand
Senior Vice President, General Counsel and Corporate Secretary, Amadeus