

Amadeus Inventory and Schedule Solution

Rail solutions

Accurate Inventory and Schedules are just the beginning

It's about seat optimisation and increased revenue. It's about smoothly managing changes to schedules and timetables. It's about providing the very best passenger service. It's about maximising your business. It's the Amadeus Inventory and Schedule Solution.

Inventory solution

Maximising passenger volume is the key to maximising revenue. The Amadeus Inventory Solution provides real time inventory counts and manually sets limits on each service allowing modifications to be made in real time. Inventory management is extremely flexible, with the ability to control authorised inventory at the train, class and segment level. You can control booking classes to ensure that the right number of seats are allocated to discounted classes or segments, booking restrictions are available based on time before departure and prices reflect demand at any time. This supports a sophisticated waitlist function that automatically alerts customers and assigns seats as they become available. Overbooking is also supported to minimise losses from no-shows and cancellations.

Schedule solution

Changes to schedules and train consists can cause disruption and delay for passengers. The Amadeus Schedule Solution lets you manage all possible scenarios. Staff are given the tools they need to easily make alterations to services such as changing arrival or departure time, removing a station stop, adding or deleting cars or trains. Changes to a train prompt automatic re-accommodation of passengers. Affected passengers are immediately queued to ensure first class customer service.

Optimum customer service

The Amadeus Schedule and Inventory Solution enables staff to run changes to schedules in "Pseudo" mode to first test the impact of the change on passengers. This ability to anticipate outcomes allows you to decide whether to make changes before actually implementing them. The Affected Passengers Report function means you can easily and efficiently notify customers of alterations. Emergencies that involve replacing trains with an alternative mode of transport are handled automatically by the system. The Amadeus Train Replacement function determines the correct number of vehicles to replace a service, identifies the best set down and pick up points for passengers and produces manifests for new services. This removes the possibility of human error in making calculations, increases your response time and ensures your customers' journeys are interrupted as little as possible.

Better business through technology

Our technology ensures your operational excellence. Our thorough understanding of your business and the issues you face means we build critical IT systems that solve your problems.

Amadeus supports you all the way.



Effectively manage all possible scenarios.



amadeus
Your technology partner

Amadeus Inventory and Schedule Solution Benefits at a Glance

Nested Inventory	<ul style="list-style-type: none"> > Controls inventory at the booking class level. Enables you to limit the number of seats/units that may be sold at any given price or discount level.
Inventory Buckets	<ul style="list-style-type: none"> > Protects the sale of long journeys at the expense of short ones: denies sale of a short journey if long journeys are selling well, based on selling rules that you implement.
Authorised Levels and Overbooking	<ul style="list-style-type: none"> > Allows authorised users to view real-time inventory counts and to manually set authorised inventory levels for a service. > Supports overbooking to help reduce lost revenue resulting from late cancellations and no-shows.
Waitlisting and Passenger Notification	<ul style="list-style-type: none"> > Allows a passenger to be waitlisted for a specific booking class. If cancellations occur or the authorised level is increased, waitlisted passengers are automatically assigned a unit and notified.
Automatic Seat Assignment	<ul style="list-style-type: none"> > Allows rail carriers to nominate train services/booking classes for automatic seat assignment. > The seat assignment algorithm assigns seats based on the defined snugs (groupings) of seats for each carriage. The algorithm stresses togetherness.
Inhibits and Restrictions	<ul style="list-style-type: none"> > Provides ability to inhibit/restrict reservations at the service/segment/booking class levels. Restrictions may be set at a pre-determined time prior to train departure.
Unavailable Space	<ul style="list-style-type: none"> > Identifies seats/units on a service designated as either crew space or unavailable for sale.
Pseudo and Live Releases and Impact Reports	<ul style="list-style-type: none"> > Schedule changes can be run in Pseudo mode first to test the impact. > Generates a report detailing the effect on passengers of the schedule change. Affected Passengers Report available to assist in analysing whether a change should be made live and to assist in notifying passengers of the change.
On-line or Overnight Schedule and Train Changes	<ul style="list-style-type: none"> > Enables easy timetable and consists updates on-line or run overnight.
Passenger Re-Accommodation	<ul style="list-style-type: none"> > Enables users to specify re-accommodation rules. Passengers may be re-accommodated from car to car, train to train, or class to class.
Train to Coach Re-Accommodation	<ul style="list-style-type: none"> > Assists handling of emergency situations when a train is required to be replaced by a coach. Automatically determines the correct number of vehicles to replace a service, identifies the best set down and pick up points for passengers and produces manifests for new services. Removes the possibility of human error in making calculations, increases your response time and ensures your customers' journeys are interrupted as little as possible.
Reports	<ul style="list-style-type: none"> > Provides full complement of operational reports supporting your day-to-day operations.
Dynamic and Manual Connections	<ul style="list-style-type: none"> > Dynamically builds connections for you or allows manual connections. The dynamic connection process builds all possible connections between services based on the defined station network and connection parameters. Users can view the dynamically built connections, update the results, and test the results before releasing them live.
Seat Assignment Notice Alarm	<ul style="list-style-type: none"> > An automatic alarm is sent to queue when a service or class has reached a pre-set capacity limit e.g. 75% of first class.

© 2009 Amadeus IT Group SA | IDMA.0114

Contact the Amadeus Rail team or visit our website to find out more.

E-mail: rail@amadeus.com
www.amadeus.com/railwaycompanies

amadeus
 Your technology partner