How can you challenge your bottom line?

Amadeus cytric Travel & Expense
Advanced spend management
We understand your challenges in managing travel and expenses.

- Optimise processes and costs
- Keep employees focused and engaged
- Ensure consistency over time

You need to rely on trusted technology
You need to rely on trusted content
You need to rely on trusted leadership
Optimise processes and costs

The biggest part of your business travel spend (80%) [1]

DIRECT travel costs

The visible part of the spend
Expenses related to the travel itself:
air tickets, hotel reservation, restaurants etc.

Savings result from cost reductions:
- travel agency transaction fees
- negotiated rates
- preferred low-cost suppliers

-20%

Potential savings thanks to
a corporate booking tool [2]

A smaller piece ... worth looking at
Keep employees focused and engaged

- Provide a strong user experience
- Make corporate search and booking as intuitive as leisure
- Offer the widest range of travel content
- Remove administrative tasks and time spent on handling expenses
- Avoid frustration

A corporate travel policy is only effective... if travellers can follow it easily
How can Amadeus take you there?

By driving your corporate policy easily for everyone

Choose the best content, the best technology with the partner that keeps the travel industry moving

Full end-to-end integration from planning to reporting, including on-trip services

As travel experts, we understand your travel and expense management process
Just one solution – one app

Amadeus cytric Travel & Expense

Amadeus cytric Travel & Expense is an agile, integrated solution to control your corporation’s travel programme while simplifying the user experience.

With unparalleled content, technology and Amadeus’ expertise, Amadeus cytric Travel & Expense is just what travel and finance managers need to make the leap into optimised travel processes. It enables rapid and easy implementation and quick return on investment.
What makes Amadeus cytric Travel & Expense unique?

The content that’s best for you
- GDS agnostic
- Amadeus ecosystem
- Vendor Direct Access

Easy to integrate
with your company’s ERP or expense system

Amadeus

Trusted Amadeus leadership
- Established global leader and financial stability
- Data security, PCC DSI certified
- #1 R&D investor
- Integration with all global TMCs
- World’s Leading Global Distribution System Award (*), ongoing recognition at Travel Innovation Summit

Agile
- New releases every 6 weeks
- Short release planning cycle: agile reaction to industry mandates and trends thanks to short release planning cycle.
- 13 weeks from request to production

Simple to customise
- Date feed in any format
- Approval process implemented in cytric or ERP
- Limitless workflow configurations available
- Flexibility to migrate without re-implementing

(*)9 times in the last 10 years-2015
What makes Amadeus cytric Travel & Expense unique?

A single multi-device platform

- Single configuration from cloud-based solution to mobile app
- Optimised traveller experience from the leader in travel
- Search that balances personalisation and corporate controls
- Booking directly from Microsoft Outlook and data integration with calendar

Global travel expertise with local support

- 14,000 people strong, across 195 countries (2,000 in North America)
- IT travel expertise from 11,000+ successful customer implementations
- Solution framework that manages multinational programs and complexities
- Strong financial stability
- Exceptional day-to-day support partnership
- IT support and account management success teams devoted to helping customers exceed their goals

Trusted Amadeus leadership

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- #1 R&D investor
- Integration with all global TMCs
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Powerful platforms

- Partnerships in the expense management and VAT claim and recovery field
- Possible to choose between our Expense Management System and multiple Partners
- Innovations in the travel management field

Collaborative ecosystem

- Stable, responsive and secure platforms
- Compliant with strict data security standards (PCI-DSS)
- Proven excellence in low fare search
- Built on open systems, flexible architecture, never “one size fits all”
- Integration for content, pricing, policy & profile
- Widest breadth of content (709 airlines, >379K hotels, 43 car rental companies & 90 rail operators)
What makes Amadeus cytric Travel & Expense unique?

A single multi-device platform

- A true end-to-end solution based on the integration of a powerful cloud-based platform and a mobile app
- Single configuration from cloud-based solution to mobile app
- Optimised traveller experience from the leader in travel
- Search that balances personalisation and corporate controls
- Booking directly from Microsoft Outlook and data integration with calendar

Global travel expertise with local support

- Global footprint and support that only the leader in travel can provide
- 14,000 people strong, across 195 countries (2,000 in North America)
- IT travel expertise from 11,000+ successful customer implementations
- Solution framework that manages multinational programs and complexities
- Strong financial stability
- Exceptional day-to-day support partnership
- IT support and account management success teams devoted to helping customers exceed their goals

Collaborative ecosystem

- Stable and secure platforms chosen by the leading travel retailers that deliver speed, uptime, content and results
- Stable, responsive and secure platforms
- Compliant with strict data security standards (PCI-DSS)
- Proven excellence in low fare search
- Built on open systems, flexible architecture, never “one size fits all”
- Integration for content, pricing, policy & profile
- Widest breadth of content (709 airlines, 379k+ hotels, 43 car rental companies and 90 rail operators)

Powerful platforms

- Access to a wider solution encompassing business intelligence, duty of care and much more
- Partnerships in the expense management and VAT claim and recovery field
- Possible to choose between our Expense Management System and multiple Partners
- Innovations in the travel management field
Amadeus cytric
Travel & Expense

Multi-GDS and Vendor Direct Access
430 bookable airlines, including more than 80 leading regional low cost (LCC) and hybrid carriers

Hotel - Choice of GDS and Direct connect options
- Booking.com
- Corporate Rates Club
- DERhotel
- ehotel
- Hilton
- Hotel.Info
- Premier Inn

Tailored access to content through cytric app cloud

Car rental – Choice of GDS and Direct connect options
- Avis
- Budget
- Caro
- Enterprise
- Europcar
- Hertz
- My Driver (shuttle limo service from Sixt)
- National
- Sixt
- Terstappen
- Thrifty

Rail – Integration of European rail providers
- SNCF Riva
- DB NVS, DB BIBE
- UK Evolvi
- Trainline
- BeneRail
- Silverail (Via Rail, Amtrak, Renfe, SJ)
- SBB

The content that’s best for you: a truly content-agnostic approach
What’s unique with Amadeus as a GDS

An outstanding industry innovation, not replicated for over 20 years

Amadeus Altéa: A clear differentiator versus any other GDS.

Unmatched benefits of accuracy leading to more potential savings (low fare search and book)

One unique platform, One single data source
> Community-based platform
> Single PNR
> Shared between travel agencies and 130+ airlines

See what airlines see: your booking is the airline booking

Customer service & duty-of-care

Save time, avoid errors: Get it right the first time
Benefits for your corporation
Business travel: cost or investment?

Business travel spend is still considered a cost, not an investment.

How do you consider your travel and expense spend?

Source: 2015 European business travel and expense analysis
Challenge your bottom line and improve processes

One solution – One app

Optimise processes and costs
Do you have a trusted technology?
- Reduce direct costs (travel agency fees, airfares etc.)
- Reduce indirect costs (administrative tasks related to the handling of expenses, uncontrolled spending and fraud etc.)
- Improve reconciliation
- Ensure accurate and quick expense processing
- Ensure quality of data and analysis

Keep employees focused and engaged
Can you rely on trusted content?
- Give the best level of travel content and service
- Remove administrative tasks and time related to the handling of expenses
- Increase employees’ travel experience and efficiency

Ensure consistency over time
Can you rely on trusted leadership?
Choose the unique agile, integrated solution provided by Amadeus:
- Established global leader and financial stability
- Data security - PCI-DSS certified
- #1 R&D investor: 661 million Euros invested in R&D in 2015, 19 R&D centres (in the travel and tourism industry)
- Integration with all global TMCs
- Content linked to each step of your travel process

Amadeus cytric Travel & Expense
Advanced spend management

Business travel spend is still considered a cost as opposed to an investment!

How do you consider your Travel and Expense spend? (% of respondents)

84% cost
17% investment

17% investment

84% cost

1
(Source: Amadeus European Business Travel Trends study April 2015)

2
(Source: 2015 Travel and Expense Management Report – Paystream advisors: by switching from a manually processed one to a fully integrated T&E Management solution.)
Key benefits for your corporation and teams
With Amadeus, your seamless end-to-end integration turns into bottom line savings

Processes and costs optimisation
- Better control on direct and indirect travel costs
- Better insight into travel costs and budgets
- Analysis and redefinition of your travel policy

Focused and engaged employees
- Time saved with the access to the best level of travel content and service in a user-friendly interface
- Time saved with removed administrative tasks related to handling of expenses and cash reimbursement claims
- Increased travel experience, efficiency and relief

Consistency over time
- Proven technology
- Total visibility and travel policy control
- Expert delivery and support with proven methodology, dedicated resources and project follow-up

Focused and engaged employees
- Increased travel experience, efficiency and relief
Key benefits for your corporation and teams

With Amadeus, your seamless end-to-end integration turns into bottom line savings

**Finance**
- Process improvements (receipt recognition, billing reconciliation, accounting integration)
- Reduced errors with the pre-filled expense claims on the go and the automatic integration of credit card charges
- Quick ROI (<1 year)
- Peace of mind protected

**IT**
- Peace of mind protected:
  - Choosing the right technology partner compliant with strict data security standards (PCI-DSS 3.1 and TLS 1.2 (mandatory January 2017) and ISO 27001 and 9001 certified datacenters
  - SaaS necessitates IT only for the interfaces for the systems
  - Adapted to your IT systems
  - Simple and easy interfaces to the T&E system
  - Quick implementation
  - Expert delivery and support

**Accounting**
- Time-saving controls
- Optimisation of resources:
  - *Automated controls*
  - *No need to fill in expenses in the accounting systems manually*
  - *Pre-set rules and books*
2. How it works
Better cost control and travel experience: Pre-Trip

Key features:
- Combined display of availability and fares in one single screen
- Easy view of major fare rules and branding
- Selection from fare options for flights
- Book seats and ancillary services
- Import of travel agency “offline” bookings
- User-generated content

ALL content
No time lost in searching multiple sources or opening multiple windows.
All decision-making information in one place
- Multi-GDS, Amadeus Eco-System, Vendor Direct Access (Direct connects)
- Air
- Hotel
- Regional focus with best in class rail integration
- LCC in Direct Connect
- cytric AppCloud

<30 secs.
Easy booking in less than 30 seconds

10-20%
10-20% reduction of travel expenditures (incl TMC fees)

-70%
70% reduction of internal processing costs

(2015 Travel and Expense Management Report – PayStream Advisors)
Better cost control and travel experience: On-Trip

Key features:

- Single mobile app for flight check-in, trip itinerary, support contact information, trip and expense approval, receipt scanning and automatic attachment, GPS and location services, (cytric Mobile Companion)
- Online change of ticketed flight bookings; hotel bookings
- Automated Expense filling and Expense reader
- Easy claim and per diems pre-filling
- Easy expense report handling with the help of drag and drop features
- Timeline view enabling better building and visualisation of expense statements
- Flexible audit configuration possibilities
- Role-based displays

"Making changes to bookings" ranks # 3 in the top 10 pain-points for travellers (Amadeus-commissioned survey of close to 3,000 travellers worldwide (2010))

Save time

No need to call, email the travel agency to change a flight ticket
Support on the go
Minimum to do when back at the office
Better cost control and travel experience: Post-Trip

Key features:
- Flexible audit configuration
- Reimbursement policy control
- Automatic calculation of VAT reclaim amount
- Travel Manager Dashboard
- Standard and customised reports (50+)
- Open and customisable dashboarding solutions (Amadeus Corporate Insight Travel & Expense)
- Reconciliation, data export to ERP systems

2% - 5%
Overseas recoverable VAT represents:
- 2% reduction of global mileage budget
- 5% of travel budget (tvaconseil.com)

Accelerated reimbursement
Accelerated reimbursement:
- Receipts recognition from mobile devices
- Automatic integration of credit card charges
Why rely on Amadeus cytric Travel & Expense

Key features

Trusted content
- Air content
- Rail content
- Hotel content
- Car content
- App cloud

Trusted technology
- Upfront Fare Info
- Grid Pricing
- Amadeus Ticket Changer
- Mobile Companion
- Travel Manager
- Enterprise Reporting
- Duty of care
- User Experience
- Automation
- Travel Wizzard
- Expense reader
- Expense Timeline
Innovations and partnerships

One system, One App – Full end to end integration and profile sharing – One configuration

Plan, Search and Book from Calendar

Share Cab to gather travellers in cabs based on booking data

Duty of care two-way messaging also integrated in cytric Mobile Companion

Pre-Trip

Booking/ Payment

Services on the go

Expense capture and reporting

Expense audit/ Accounting/ Invoice

Reimbursement

Reporting

Post-Trip

Search/ Compare

Total Travel Expense to provide managers and finance controllers with a comprehensive estimation of travel costs beforehand

Smart optimiser to analyse and influence corporate travellers’ behaviour

Open partnership framework: for Expense Management, audit, VAT claim and recovery, business intelligence, e-invoicing

Trip request

Join My Trip to eliminate the pain of collaborative bookings

Booking through voice recognition, mail scanning or Travel Chat

With Trip Extension, propose to your travellers to extend their trips for leisure and decrease your air travel costs

On-Trip

Travel Chat
Multi-Faring (*) & Grid Pricing (*)

Compare multiple sources and book the best option for you

Using Amadeus Ticket Changer, the market leader, cytric T&E allows travellers to amend existing bookings without needing to call a travel consultant.

Amadeus cytric Travel & Expense combines availability and price displays by using a unique Grid Pricing feature.

Customers can book from availability showing lowest agency, company, net, and web fares in a single screen, and may start even with the return flight.

Cube Channel Technology provides air and hotel bookings more efficiently, by enabling the combination of availability and pricing information from different distributions channels more easily than ever before.

Without cytric T&E, travellers have to open several windows, going to multiple websites, to compare fares and find the best offer.

Cube Channel technology gives travellers an instant view of all the potential travel options across multiple content sources – simply choose what options you want to provide!

(*) registered or unregistered trademarks of iFAO AG
Upfront Fare Information
Make informed choices

Detailed fare information is displayed to travellers, including baggage details, the cost to make changes, as well as specific information on the given fare.

The hardest part of making any travel arrangement is understanding what’s included (or not).

As airlines increasingly create ‘fare families’ to help brand their services and differentiate their offer, selecting the right option becomes more difficult for travellers.

Travellers are informed during the shopping process of whether a fare is changeable or not and how much refund they are eligible for should they change their travel plans.
Rail content

Make decisions quickly by comparing instantly air and rail options

Travellers benefit from comparing air and rail in the same availability display:

- They get the best view of departure times, length of journey and price
- Travellers can also choose to book their seats with the integrated rail seat maps as part of the booking process
Hotel content

Put travellers in control of their booking amendments and changes

Amadeus cytric Travel & Expense offers a wide variety of content, including:

- 200,000+ hotel options through the GDS channel
- Connections to suppliers such as booking.com, HRS and Expedia,
- Direct connections to key hotel chains such as Premier Inn.

Booking hotels for business should be as easy as for leisure

This means that your online booking tool has to provide the great user experience that travellers expect, while giving you complete control – and total ownership of hotel content sources.

Choosing the right hotel sources for your business is the key factor in managing costs where they happen

New hotel UI: Available Dec.16
App Cloud (*)

Make informed choices

Give users access to a wide range of additional services and service providers that may be booked directly in Amadeus cytric Travel & Expense to accommodate further business travel needs.

(*) registered or unregistered trademarks of IFAO AG
Travel Wizzard*
Start challenging the need to travel itself

Travel Wizzard’s smart dynamic functionalities can determine whether:

- A pre-trip request is to be sent for pre-approval by management prior to booking online
- The booking request should be sent directly to the travel agency for processing (offline request)
- It then allows the system to make recommendations whether the booking should be done online or offline based on corporate rules.

The Travel Wizzard can be activated by:

- Location
- Division
- Policy group and/or per user access right
- Or it can be the only possible starting point for any kind of online or offline booking

(*) registered or unregistered trademarks of iFAO AG
Amadeus Ticket Changer (ATC)
Empower travellers to control their booking amendments and changes

Using Amadeus Ticket Changer, the market leader, cytric T&E allows travellers to amend existing bookings without needing to call a travel consultant

- Travellers can search for alternative flight options and confirm their new reservations simply and easily
- Almost 7 million flight reservations were changed in 2015 using Amadeus Ticket Changer technology

“Making changes to bookings” ranks N°3 in the top 10 pain points for travellers*

* Source: Amadeus-commissioned survey of close to 3,000 travellers worldwide (2010). (European business travel & expense whitepaper)
Travel and Expense – on the move!
Make business travel as simple as a leisure trip

Travellers are able to review their upcoming trips, upload expenses ready to be processed, all on the move.

Services available on the move:
Maps | online check-in | GPS | location services | receipt captures | Agency contact | Support information

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Automatic filling of expense data

Expense management made easy

Just take a photo of your receipts.

The Expense Reader(*) scans the receipt, detects structure and useful information, and ultimately fills in your expense claim for you!

(*) registered or unregistered trademarks of iFAO AG
Travel Manager Dashboards
Facilitate travel managers’ role with a comprehensive console

Travel managers access a map showing travellers position and booking statistics.

Travel managers can swiftly respond to any threat or incident, by being able to locate travellers globally.

Features include:
- Real-time monitoring of bookings
- Up-to-date information on booking numbers with vendors
- Registered users
- Active users at specific times
- Virtual view showing current traveller locations on a satellite view or hybrid map
Management reports

Full comprehensive information for clear overview

Management reports contain and analyse the entire travel data repository of cytric Travel & Expense.

They include a sophisticated report distribution concept and exclusive Advantage Reports.

Reports help travel managers and HR professionals meet their duty of care responsibilities.

Travel and Financial Managers can define their own reporting needs and schedule regular reports to be processed and delivered in their preferred format for accurate travel spend monitoring.

Includes sophisticated distribution reports. Available in different formats
Timeline view for expense
Make expense management intuitive and simple

Amadeus cytric Travel & Expense consists of two major components:

1. a container for all available receipts based on information from the user such as credit card data and mobile uploads

2. the timeline itself, which reflects the business trip

The Timeline View tries to merge absences into receipts wherever possible and differentiates between receipt types (flight, rail, hotel, car rental, entertainment etc.).

The user can drag and drop or add items from the repository to the Timeline.
3. Commercial model
Delivery & support
Pricing model*

Valuing a long-term partnership

1 - Initial set-up fee

2 - Recurring fees

- Transactional fee
  - per trip
  - per expense report
  - combined end-to-end

- Add-on components

- Extra services
  - Amadeus Account Manager
  - Premium site maintenance
  - Training

Pricing model converted into a project fee / month over contracting period

*Elements only given for information purposes
For more details please contact your Amadeus Account Manager
Delivery
Provide 1st class services to our Customers with a particular focus on Corporate Clients.

Why Amadeus?
- Vast organisational and planning skills
- Comprehensive knowledge of day-to-day operations

Project methodology
4 STEPS:
- Planning
- Customisation
- Deployment
- Post-deployment

Customers highly satisfied: rated 4.38
(4 = very good, 5 = excellent)
Feedback from 71 customers in 2015

Project follow up
- Face to face workshops
- Weekly calls
- Deployment
- Consultancy & support after implementation

Dedicated resources
- Assigned experts with expertise gained on 11,000+ successful customer implementations
- Multicultural skills
- Optimal location of our hubs
Learning & Support
Helping Amadeus customers succeed

Why Amadeus?
- Efficiency
- Operational Excellence

More than 300 skilled and experienced Amadeus IT Service Experts globally

Support 24/7/365 in English*

Support in local language during local business hours**

Additional Support & Learning Services available based on request and commercial discussion

300K
Customer cases handled monthly by Amadeus IT Service Experts worldwide

* Incident Management
** Non-guaranteed – depends on language availability
*** Classroom, Virtual etc.
Amadeus cytric
Travel & Expense

Best expense management
- Best integration with ERP
- Best user-experience

Best business ecosystem
- Data security
- Business Intelligence
- Best leverage on relevant industry development initiatives

Best booking
- Best content
- Best travel policy and compliance

A true end-to-end solution
One solution – one App for full End-to-End integration and access to a collaborative ecosystem

Improvement
- Trip request
- Search
- Compare
- Booking
- Payment
- Services on the go
- Expense capture and reporting
- Expense audit
- Accounting invoice
- Reimbursement
- Reporting
- Reconciliation
- Post-trip analysis

On-trip

Post-trip

Pre-trip

Duty of Care

Business Intelligence

VAT claim and recovery
Contact us

For more information about Amadeus cytric Travel & Expense please contact your local Amadeus representative or visit our website: amadeus.com/corporations
Thank you!