

You have been in business for some years now. You are doing well but perhaps your business performance is not meeting your expectations. It is time you stepped back and analysed your business to identify opportunities to do better! With 20 years of experience in the key areas of the travel and tourism industry, Amadeus can help you grow your business and increase profits through expert consulting services.



Amadeus Business Consulting helps travel distributors develop their winning strategy in an ever more challenging industry.

Business Diagnosis

How is your business doing?

Faced with a question like that, your first instinct may be to take a quick look at your financial reports. Seeing that most of your figures are positive may give you the confidence to answer: “We’re doing fine.” Although your profits are a good indicator of your business performance, there are other areas you need to investigate before claiming you’re doing well.

Amadeus can help you evaluate your performance in nine critical business areas: your growth, suppliers, sales operations, distribution, offer, people, profit, customers and technology.

Take informed decisions for your business’ future

We conduct an in-depth analysis of your agency’s activities to prioritise areas of attention to help you focus on key issues.

We interview your agency’s management team and complete with them a business performance questionnaire covering those critical business areas.

In parallel, we collect data to calculate key performance indicators to measure your activity.

Our experts analyse the results and provide you with a new view of your business, highlighting your key areas for attention.

Understand how your business is doing compared to the market

It is essential to know how your business is doing, but it’s even more crucial to know how it is doing compared to your main competitors. Amadeus can benchmark your agency against your peers to evaluate your performance on the market.

Indeed, from having carried out global research studies, Amadeus has the knowledge and expertise to help agencies on an individual basis with expert consulting services.

Know where to start and what to do next

Not only do we evaluate your business but Amadeus also works with you to build a roadmap to success.

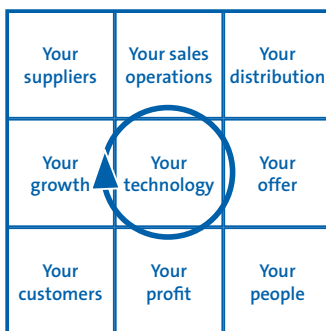
Together, we define your winning strategy for the future. We design a prioritised action plan to determine where to start and what you should do next.

Start to think about tomorrow now.

The Business Consulting mission was excellent. We have experienced a very high level of cooperation and expertise from Amadeus consultants.



Mounir Kamal
Managing Director, Thomas Cook Middle East



Your 9 critical business areas

With Amadeus Business Consulting, you can:

- › Benefit from an external and neutral review of your business.
- › Capitalise on Amadeus' expertise in the travel and tourism industry.
- › Make the most of your business and maximise your growth.
- › Take informed decisions to strategically invest in your future.

Interested in more Business Consulting services?

› Service Fee Scheme Optimisation

Do you charge the right fees for the right services and to the right customers?
Ensure your costs and service fee scheme are adequately and proportionally balanced;
to help you increase your agency's overall profitability.

› Cost Structure Analysis

Are your costs too high?
Highlight inefficiencies through a cost analysis of your main processes and identify cost saving opportunities for your travel agency.

› Productivity Analysis

Are you making the most out of your systems?
Optimise business processes, maximise your agency productivity and reduce your costs thanks to an analysis of your system and/or process efficiencies through professional time management studies.

› Business Process Analysis

Do you know what you do and how you do it?
Optimise your operational environment by mapping existing and future business processes.

› Benchmarking

Are your competitors giving you a hard time?
Compare your performance against your peers and identify areas of improvement.
Should you have a network of travel agencies, we can also help you identify best performing processes, systems and organisations, apply best in class models and help harmonising your working procedures.

› Change Management

Do you know what it takes to change?
We can support and/or drive the implementation of new processes, new tools and/or new organisations for faster adoption, quicker return on investments and reduced implementation costs.



Benefit from the expertise & experience of Amadeus Consultants

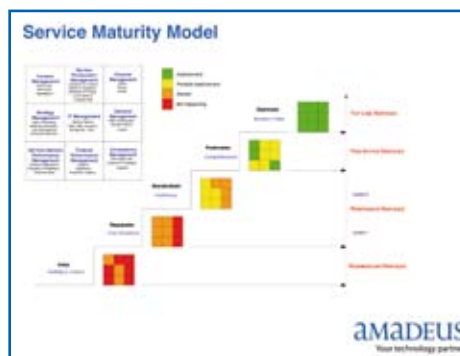
YOUR success is what drives US!

With 20 years industry experience through various projects for travel distributors across the five continents, our consultants have excellent inside knowledge of the travel and tourism industry.

Amadeus consultants are based in several locations around the world and are as mobile as your projects require.

Who better to have as your consultant than Amadeus, your Technology Partner?

Some examples of Business Consulting deliverables:



For more information please contact your local sales representative or visit www.amadeus.com/travelagencies

amadeus
Your technology partner