

## Amadeus Consolidators

Customer Solutions



# Simplify your operations and expand your business horizons

**Only Amadeus offers consolidators an unrivalled combination of end-to-end process automation and global business partnership.**

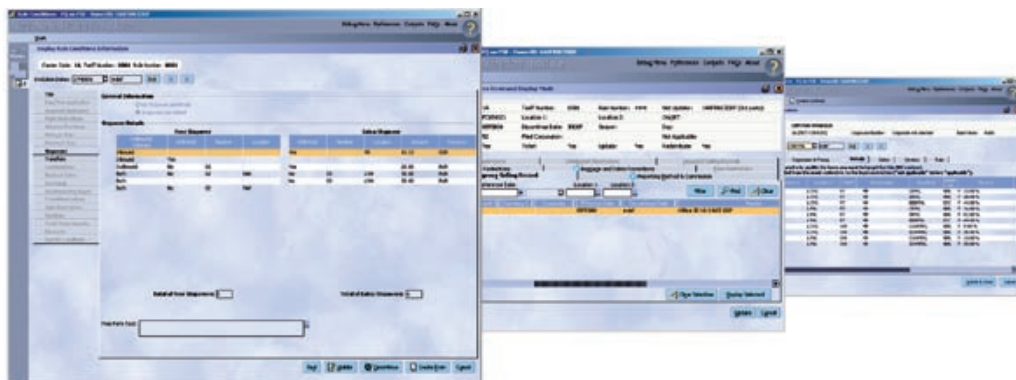
**Amadeus works in partnership with the world's leading consolidators, helping them to simplify their operations and expand their business horizons by streamlining performance and exploiting new opportunities.**

How do we do this? We provide innovative, next generation technology to support every stage of your business process. What's more, we combine this with a proactive approach to your business success and a global presence that's second to none.

Operating a consolidator business in today's dynamic environment is challenging. To manage, market, distribute and sell your air fares and non-air rates, you need to automate your process to **streamline performance**. To differentiate your business from ever-tougher competition, you need to **exploit new opportunities**.

With Amadeus as your technology partner, you can do just that.

Amadeus FareXpert Filing Platform



## Innovative Amadeus technology solutions for consolidators

Amadeus works closely with consolidators to generate in-depth understanding of your unique processes and business requirements. This enables us to create technology solutions to meet your specific needs.

For each aspect of your business, we have identified a core offer – those products and services that are key to your success – as well as additional products that can make all the difference:

Your business	Core Offer	Additional Products
 <b>Content Procurement</b>	Air Hotels Cars	Rail Cruise Insurance Activities & Entertainment
 <b>Fares Upload &amp; Management</b>	FareXpert Filing Platform XML Fare Data Interface	
 <b>Distribution, Marketing &amp; Sales</b>	<b>On-line:</b> e-Retail Engine Master Pricer Web Services API <b>Off-line:</b> Selling Platform Call Centre Solution Value Pricer <b>Direct to Travel Agents:</b> FareXpert Filing Platform	Quality Control Queues Scripting Service Fee Manager Automated Refund Travel Packaging
 <b>Ticketing &amp; Fulfilment</b>	Quality Control Central & Electronic Ticketing	Ticket Changer
 <b>Back-office &amp; Reporting</b>	Agency Manager	Interface Record Unused Electronic Ticket Tracking Record Worldwide Commission Manager

Note: The availability of some solutions may vary between markets.

### Find out more...

The following pages explain how our innovative IT solutions for consolidators enable you to expand and evolve your business



## Content Procurement

*Connect seamlessly to extensive content and reap the rewards...*

**To successfully evolve your business, you need to reinforce your negotiating power with airlines and expand your content to include more profitable non-air products.**

With Amadeus, you can offer more than just air and enable your sub-agents to address travellers' total trip needs while also earning high commissions.

Amadeus gives you access to a comprehensive inventory of hotel, car rental, train, insurance and even destination entertainment activities. You can connect seamlessly to this global resource of higher margin products and considerably expand your business by offering extended content.

### Our Solutions

› **Hotels, Cars, Rail, Insurance, Ferry, Cruise and Activities & Entertainment**

Connect seamlessly to Amadeus' comprehensive, highly commissionable, global content, with guaranteed real-time availability and best rates

› **Management Information System**

Relevant and accurate reports at your fingertips, so you can base your negotiations with content providers – and especially airlines – on tamper-proof figures



## Fares Upload & Management

*Automate and control your critical fares management process...*

**The loading and updating of schedules and fares is a major part of a consolidator's business – and we know that it is often a real pain point.**

To reduce the cost of fares management, you need to find a way of ensuring the quick, secure and accurate loading and updating of schedules and fares – while also improving quality control.

That's where our fully flexible and customisable solutions come into play. Whether you have chosen to manage your fares database in-house or to outsource it, Amadeus can help. With our innovative technology, you and your certified fare management partner can streamline the upload and updating of fares using industry leading solutions that address every single fares upload scenario.

So now you can save time and hassle, control your fares from upload onwards and pave the way for an efficient multi-channel distribution strategy.

### Our Solutions

› **Amadeus FareXpert Filing Platform**

Our user-friendly web browser enables you to automatically distribute the right fare at the right time and in the right place

› **Amadeus XML Fare Data Interface**

Mass upload your private fares into Amadeus while maintaining control of your database and enjoy truly automated and instant synchronisation of your fares database with the Amadeus system



## Distribution, Marketing & Sales

*Make your multi-channel vision a reality...*

**Having a well-managed database of comprehensive global content is the foundation of a consolidator's business. But distributing more widely and more cost-effectively is the real key to commercial success.**

Increasing numbers of channels – both online and offline – offer exciting opportunities to expand your distribution to reach new customers in new sectors and new geographic areas. But you need to stay in control of your fares.

With Amadeus' cutting edge and future proof sales technology, you can distribute products through multiple channels more efficiently and at a lower cost. What's more, you can do that while also controlling the fare conditions, where your negotiated fares are distributed, and ensuring that rules are enforced.

### Our Solutions

#### > Solutions for on-line distribution

Empower your in-house or Amadeus IBE (Internet Booking Engine) with Amadeus Master Pricer, the industry leading low fare search engine

#### > Solutions for off-line distribution

Make the most of your call centre with Amadeus Call Centre Solution, supported by Amadeus Selling Platform. Distribute your fares directly to your sub-agents' Amadeus desktop with Amadeus FareXpert Filing Platform

#### > Solutions to streamline performance across all channels

Includes Queues, Scripting, Automated Refund and Service Fee Manager



## Ticketing & Fulfilment

*Take advantage of flexible, automated systems and enjoy total control...*

**We understand that quality control is critical to your business. Once your customers have booked a fare, and before actually issuing the ticket, you must make sure that the booking conforms to the applicable rules set by your airline supplier.**

Quality control, ticketing and fulfilment operations are resource heavy tasks and often necessitate manual intervention. But now you can automate this key process and ensure quality control while also reducing costs.

Wherever in the world you chose to operate and manage your ticketing and fulfilment process, Amadeus has the right solution for you.

### Our Solutions

#### > Solutions for optimal quality control

Amadeus Quality Control is invaluable in reducing errors and identifying possible issues. And we continue to invest in new industry leading automation and robotics tools to empower and streamline your quality control

#### > Solutions for ticketing

With over 268 e-ticketing carriers, Amadeus is the undisputed leader in e-ticketing. With Amadeus Ticket Changer, you can manage booking changes easily and efficiently



# Back-office & Reporting

Base business decisions on accurate information and streamline operations...

**Negotiating content and fares is the life-blood of any consolidator business. And your ability to negotiate the volumes and fares you need is dependent on your past and projected business.**

Comprehensive, accurate and relevant business reporting is the most valuable tool you can bring to the negotiating table. It will drive your decision making and enable you take advantage of every opportunity to grow your business.

## Our Solutions

### > Solutions for mid- and back-office integration

Avoid duplication mistakes by integrating your mid- and back-office applications, regardless of whether you are working with Amadeus Agency Manager or with a third party accounting system

### > Solutions for payment processing

Track your hotel commissions with Amadeus Worldwide Commission Manager. Amadeus recommends Moneydirect, the end-to-end solution for secure, automated payment processing, clearing and reconciliation



# Streamline your performance & exploit new opportunities with Amadeus

State-of-the-art technology & superior solutions...

## What we deliver: benefits at a glance

- |  |   |
|--|---|
| <b>Content Procurement</b>                 | <ul style="list-style-type: none"> <li>&gt; Comprehensive worldwide content to help you increase revenue opportunities and expand into new business sectors</li> <li>&gt; Reporting capabilities to leverage your negotiating power</li> </ul>  |
| <b>Fares Upload &amp; Management</b>       | <ul style="list-style-type: none"> <li>&gt; Ability to streamline and automate your critical fares management process, while retaining control of your negotiated fares</li> <li>&gt; State-of-the-art fares upload system with fully flexible and customisable up-front rules setting for optimal quality control</li> </ul> |
| <b>Distribution, Marketing &amp; Sales</b> | <ul style="list-style-type: none"> <li>&gt; Total control over rules settings, conditions and distribution channels</li> <li>&gt; Cutting edge, future proof technology</li> </ul>  |
| <b>Ticketing &amp; Fulfilment</b>          | <ul style="list-style-type: none"> <li>&gt; Unrivalled quality control</li> <li>&gt; Full control over ticketing and fulfilment conditions</li> </ul>   |
| <b>Back-office &amp; Reporting</b>         | <ul style="list-style-type: none"> <li>&gt; Relevant and accurate reporting to enable better business visibility and improve your negotiating power</li> <li>&gt; Automated payment and collection processes</li> </ul>   |



## Why you should choose to partner with Amadeus

Amadeus is one of the world's leading travel technology providers. We have a reputation for in-depth expertise, innovative technology solutions and an unrivalled global presence.

Why are so many consolidators choosing to partner with Amadeus?  
Because it makes good business sense:

<b>More than just a supplier: a true business partner</b>	<ul style="list-style-type: none"> <li>&gt; Independent cost analysis studies so we can better address your needs</li> <li>&gt; Partnerships with other leading IT companies so we can provide even better service to our customers</li> </ul>
<b>Innovative and proven IT solutions</b>	<ul style="list-style-type: none"> <li>&gt; Pioneering fare filing solutions, which are used by fare management companies</li> <li>&gt; Investment in solutions for optimal quality control – eg, 2003 acquisition of Airline Automation Inc. gave access to baseline robotics technology for ticketing &amp; fulfilment automation</li> </ul>
<b>Future proof technology</b>	<ul style="list-style-type: none"> <li>&gt; Continuous heavy investment in R&amp;D – over €200 million in 2007</li> <li>&gt; R&amp;D uniquely performed internally</li> <li>&gt; New generation hardware, open standards, advanced architecture, modern languages (C++), state-of-the-art network (optical fibre, secure IP protocols)</li> </ul>
<b>Largest network and global reach</b>	<ul style="list-style-type: none"> <li>&gt; Present in 217 markets</li> <li>&gt; Servicing more than 92,000 travel agency offices worldwide</li> <li>&gt; Largest e-ticketing network</li> </ul>
<b>Best-in-class services</b>	<ul style="list-style-type: none"> <li>&gt; 'Follow the sun' service support with three service centres around the globe</li> <li>&gt; Modular training catalogue to increase your efficiency and satisfaction</li> <li>&gt; Consulting services to support you in evolving and expanding your business</li> </ul>
<b>Highest quality technology</b>	<ul style="list-style-type: none"> <li>&gt; Unique, world-leading data centre, capable of handling more than 580,000,000 messages per day</li> <li>&gt; Typical system response time of less than 0.3 seconds 99.99% system uptime</li> </ul>
<b>Ability to offer extended global content</b>	<ul style="list-style-type: none"> <li>&gt; Comprehensive inventory of worldwide content</li> <li>&gt; Includes hotel, car rental, train, cruise, insurance and even destination activities and entertainment</li> </ul>



# We're dedicated to your business success

Amadeus offers consolidators a unique combination of end-to-end process automation and global business partnership.

With Amadeus as your technology partner, you can simplify your operations and expand your business horizons by streamlining performance and exploiting new opportunities.

To find out more about our innovative IT solutions for consolidators, contact your local Amadeus sales representative or visit **[www.amadeus.com/consolidators](http://www.amadeus.com/consolidators)**