

aMADEUS

Your technology partner

Amadeus solutions for Business Travel Agencies

“I need

*the leading business
travel solutions*”

Talk to Amadeus

To survive in today's tough economic climate, you need to be better than the rest. You need to be able to offer your corporate clients superior air content, integrated multi-channel solutions and service that will set your agency apart.

Your business is under incredible pressure. Travel budgets are being slashed, revenues are falling and corporate clients are shopping around. There is increasing competition for bookings and decreasing demand for your services. So you have to prove your value on a daily basis.

To emerge stronger and stay ahead of the competition you need:

- **Superior air content** so you can offer corporate clients a wider choice of international airlines, routes and prices, plus more last seat availability to secure the cheapest fares;

- **Integrated, multi-channel IT solutions** to help you reduce and manage your clients' travel costs while also exploiting all available opportunities to emerge stronger yourself;
- **Sophisticated, yet simple-to-use, tools** that enable you to deliver outstanding service, so you can really stand out from your competitors.

In short, you need to partner with the world's leading IT provider for Business Travel Agencies. Amadeus technology is the business. So partner with the best.

Amadeus' integrated technology is like a one-stop-shop that makes it easier and quicker for our consultants to search, compare and book a wide range of travel content. As a result, we are experiencing significant cost and time savings, which is crucial in today's economic climate.

Pat O'Neil
Director of Operations, Ian Allan Travel, UK

“I need

to offer data security my corporate clients can trust”



Amadeus Data Centre – average uptime of 99.99%

The Amadeus Data Centre in Munich, Germany is the world's number 1 processor of travel transactions. We recognize how important secure handling and storage of your corporate client's data is, which is why our security framework and communications systems adhere to the strictest possible standards.

Offer superior air content and outstanding customer service across multiple (integrated) channels

Amadeus Air

Book air travel easily, that's both affordable and fully compliant with client's corporate policy. Instantly access a comprehensive choice of international air content, and make reservations on nearly 500 airlines, representing 95% of the world's scheduled airline seats. Take full advantage of the most powerful access and connectivity levels in the industry, with over 300 airlines offering last seat availability – more than any other GDS. Amadeus Air, is the world's leading airline reservation solution – in a 2008 survey of 3300 travel agencies Amadeus' Air Content achieved the highest satisfaction scores amongst all GDS'.

Amadeus All Fares

Operate more efficiently and cost-effectively by searching, comparing and booking GDS fares, your agency's private fares, consolidator fares and airline website fares – all via one simple query. Fully integrated at the point of sale within the Amadeus Selling Platform for improved productivity and customer service.

Amadeus Hotels

Increase revenue with our easy access and growing inventory of hotels with over 80,000 properties and 264 hotel chains. Amadeus Hotels includes over 50,000 hotels guaranteeing Best Available Rates, and a range of both negotiated and public rates. Amadeus Hotel Store gives you access to an even wider choice of hotels including independent hotels 1- to 5-star hotels. Amadeus Hotels Plus brings a web look and feel to your screen 95% properties with multimedia content & intuitive workflow.

Amadeus Cars & Rail

Real-time access to cars & rail content from a single point of sale: Amadeus Selling Platform. The widest choice of cars content offered by any GDS you can search, book and complete rental car bookings in seconds for improved productivity and sales. Access all the rail content your corporate clients need including High speed rail, conventional rail and Airport Express.

Amadeus Business Travel Portal

You can offer a sophisticated online booking service that efficiently meets the specific needs of your SME clients. It allows you to successfully differentiate your business – taking full advantage of both business expansion and reinforcing your current client relationships.

e-Travel Management

Used by over 2500 corporations, this comprehensive travel management solution integrates all the elements of the global travel programmes, including travel policies, preferred suppliers, and negotiated rates, into one easy-to-use website. You can easily plan, book and purchase complete travel itineraries within your client's travel policies.

Amadeus Travel Preferences Manager

Travel Preferences Manager is an intelligent policy and preferences-processing tool that enables travel consultants to incorporate data stored in profiles during the reservation process, into other processes such as passenger information and travel preferences, so all travel is fully compliant with corporate policy.

Amadeus Profiles

Using Amadeus Profiles, you can securely store information pertinent to your clients—whether they are individuals or corporations. Profiles are instantly accessible and can be used to create new reservations.

Amadeus Ticket Changer

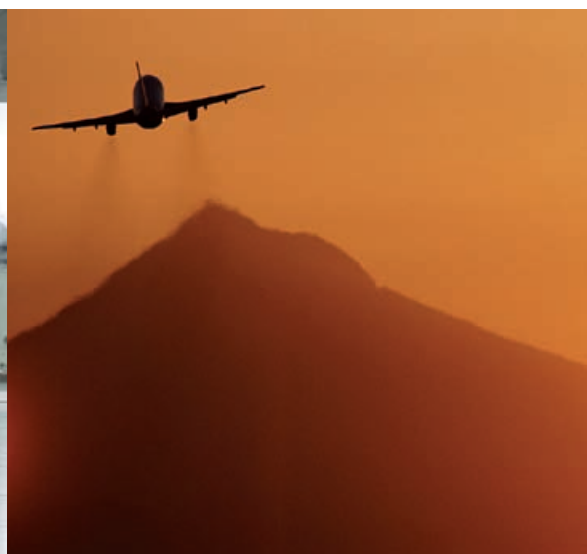
Service your clients' change requests in a matter of seconds, giving them the right fare and the correct penalty charge at any point of sale. Airline Debit Memos, 30-minute calls to your call centre, lengthy and expensive staff training sweep it all away and reduce your costs with this powerful and flexible automated solution.

Amadeus Quality Control

With this tool, you can define rules at an individual customer or company level, ensuring all individual preferences or corporate policies are adhered to at the time of booking. Ensure high standards by guaranteeing the total quality of every reservation. Maximise your revenues with up- and cross-selling opportunities and Enforced booking on selected providers.

Amadeus Service Fee Manager

Significantly increase revenues by creating service fee schemes better adapted to each customer and trip. You can avoid lost revenues due to errors in the service fees charged, and also avoid problems with your customers due to charges in excess.



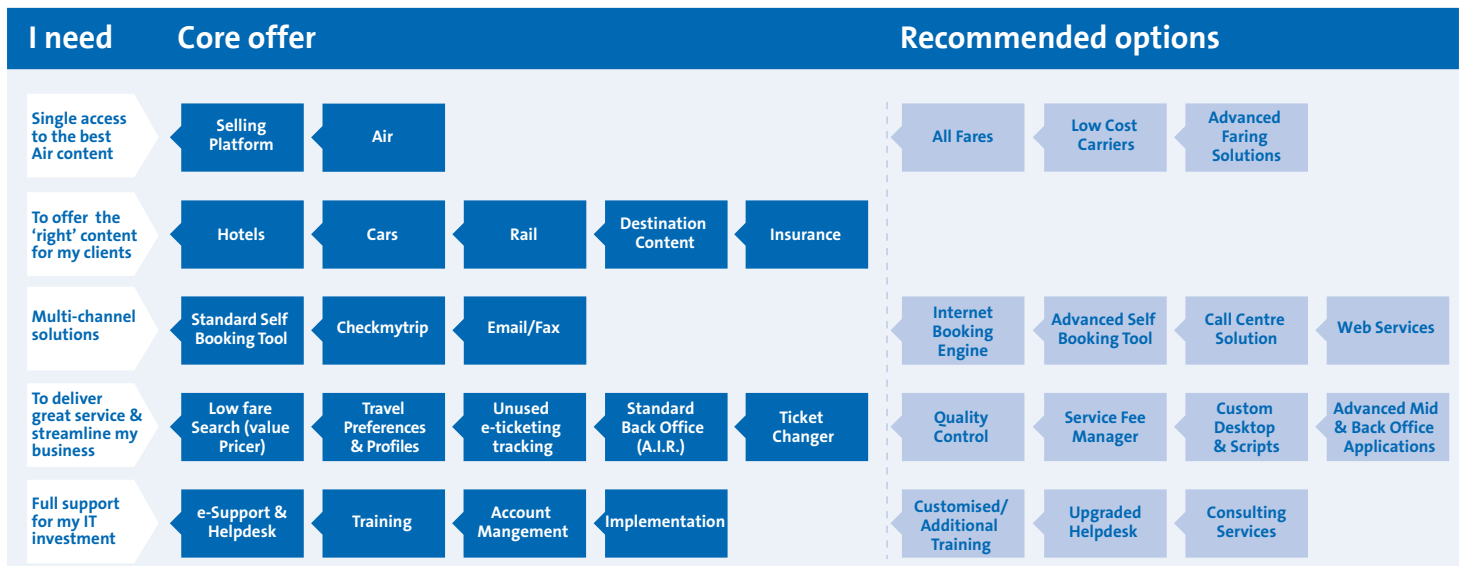
A complete portfolio of products and services

Our full offer for Business Travel Agencies includes a complete range of core products and services, designed to benefit every area of your business and help you to survive in today's tough economic climate. In addition, you can also take advantage of a selection of recommended options.

We've found that Amadeus really understands our needs and has been pretty nimble in terms of evolving their solutions to fit our company. They truly listen to us."

Ricky Shore
Aladdin Travel, USA

Amadeus solutions for Business Travel Agencies



"I need

to offer my clients the best air content"



Why it pays to partner with the best

Offer clients access to superior air content with the cheapest and most accurate fares

Show your corporate clients that you can offer the best air content and meet their requests quickly and easily.

Offer clients the most comprehensive international air content, with the most accurate and cheapest fares available via any GDS. You can also provide integrated LCC content (including the leading carriers) and special web fares to help them secure the cheapest possible deals. In short, you can provide a wider choice of airlines, routes and fares than your competitors. Plus, offer fast and efficient access to a wide range of relevant non-air content, including hotels, cars, rail, and destination content—all with a focus on price and value.

- » The best international air content (according to an independent survey of 3300 Travel Agencies*)
 - “Most accurate and reliable fares”
 - “Ability to provide the most competitive and cheapest fares”
 - “Availability of airlines and routes that meet your needs”
- » More last seat availability than any other GDS
- » Flight schedules of more than 750 airlines
- » Bookable flights on nearly 500 airlines
- » 48% of the world’s LCC content

Exploit opportunities offered by integrated, multi-channel IT solutions

Be able to continually prove your value to corporate clients while also keeping one eye on opportunities to boost your own business.

Help your clients to reduce travel costs and increase control today while also equipping your business to emerge stronger tomorrow. Offer your clients quick and easy access to corporate travel content across multiple channels, from corporate self booking tools and a range of online options to retail and call centre solutions. Benefit from our automated tools and improved communication options and deliver even greater efficiency to your business.

- » Award-winning multi-channel solutions, including e-Travel Management
- » Reduce and effectively manage corporate travel costs
- » Deliver service consistency across channels 24/7
- » Group booking options and improved communication tools

Take advantage of tools that enable you to deliver exceptional service

Stay in the game, and come out on top, by making sure that you can give your corporate clients more than they would get from your competitors.

Our integrated IT solutions for Business Travel Agencies provide numerous tools to drive customer loyalty and to help you prove your value at every touchpoint. These tools enable you to demonstrate your expertise and move from convenient ‘travel booker’ to valued ‘travel consultant’, so you can justify your service fees – and emerge stronger from today’s tough economic climate.

- » Latest technology and tools to deliver best-in-class customer service
- » Fast and efficient one-stop-shop for all corporate travel requirements
- » Industry leading low fare search solutions so you can offer the best price and value
- » Quality control tools to reduce booking errors and fast re-booking solutions
- » Access client preferences and history with our travel preferences and profiling solutions

* Source: TACS 2008 Research



The Amadeus Difference

With an unrivalled combination of innovative technology and in-depth expertise, we have a clear vision for the future – and the ability to lead the way.

World-class technology

You need industry leading IT solutions, designed to support your business. We lead the way with investment and ideas. Our flexible, modular technology is innovative as well as robust and reliable.

True partnership

You need a tried-and-trusted technology partner. We are committed to providing the expertise and added value that your business needs. We work closely with our customers, building and maintaining mutually beneficial, long-term relationships.

Proven results

You need real results. We provide acknowledged expertise and exceptional customer service. Plus the vision and the ability to deliver improved business performance and results that support successful growth strategies.

Global footprint

You need global reach and an international outlook. We operate worldwide and can offer local expertise in 217 markets around the world to help you to move into new sectors and geographic areas swiftly and efficiently.