

aMADEUS

Your technology partner

Amadeus Travel Management Companies

Customer Solutions

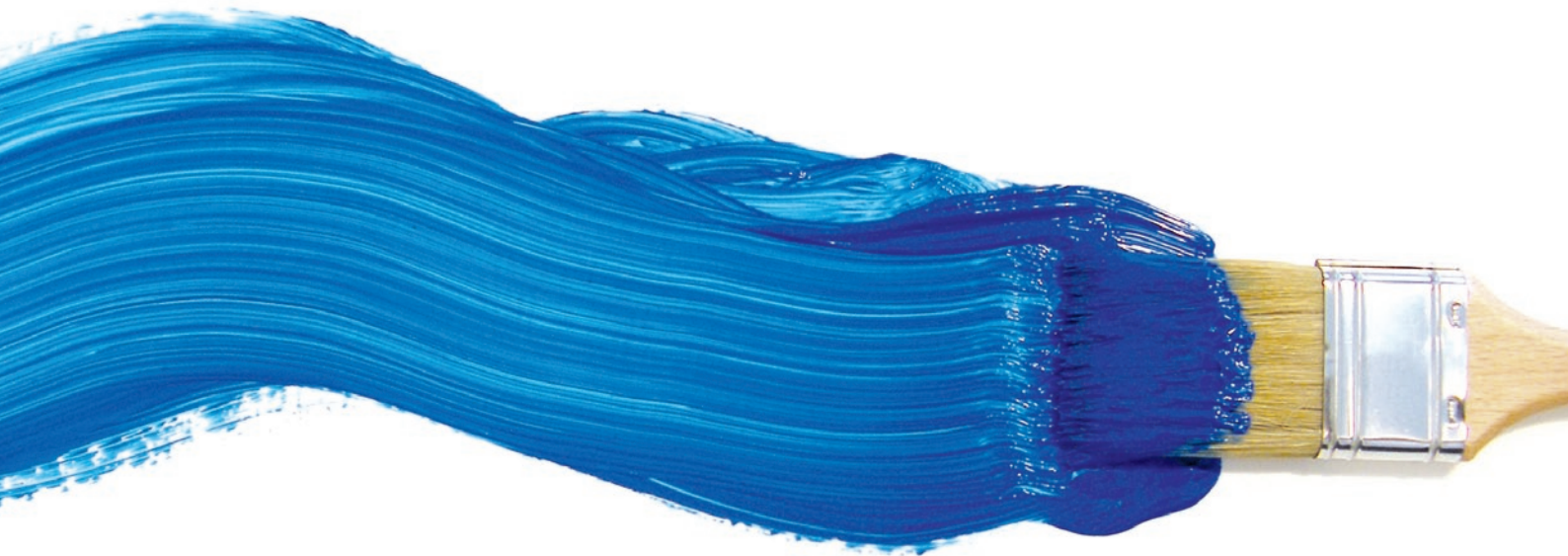
Pick your vision
& paint the future



Pick your vision & paint the future

The travel and tourism industry continues to grow: IATA not only predicts a 5.4% increase of passengers for the coming year, but a positive trend in the foreseeable future. At the same time, global travel distribution figures show that airlines around the world persist in their efforts to reduce costs, the effects of which have been moving inexorably along the distribution chain.

In view of this it becomes clearly more critical than ever for you, the Travel Management Companies, to take an active role in addressing the entire distribution value chain. You need to be able to access a complete range of travel options that are tailored to your customers' travel policies, maximise your supplier agreements (while giving complete data security), and guarantee traveller security.



What are your customers' key challenges?

- › International corporations are demanding services that add value. For example, they need to track their travellers in order to ensure their safety, save costs while managing travel programmes efficiently and effectively, and apply corporate policies as a matter of course, quickly and easily.
- › Cost of servicing remains a priority for large corporations, and that can be achieved in many ways, including through complete standardisation of processes, seamless integration of external applications as well as using productivity tools.
- › Small and medium-size businesses are looking for access to comprehensive content at best price and for at least some customisation of processes.

Amadeus supports you in growing your business profitably and ensuring that you benefit from market growth trends.

Amadeus delivers the right solution to help you prove your value to your customers and therefore strengthen your market leadership.

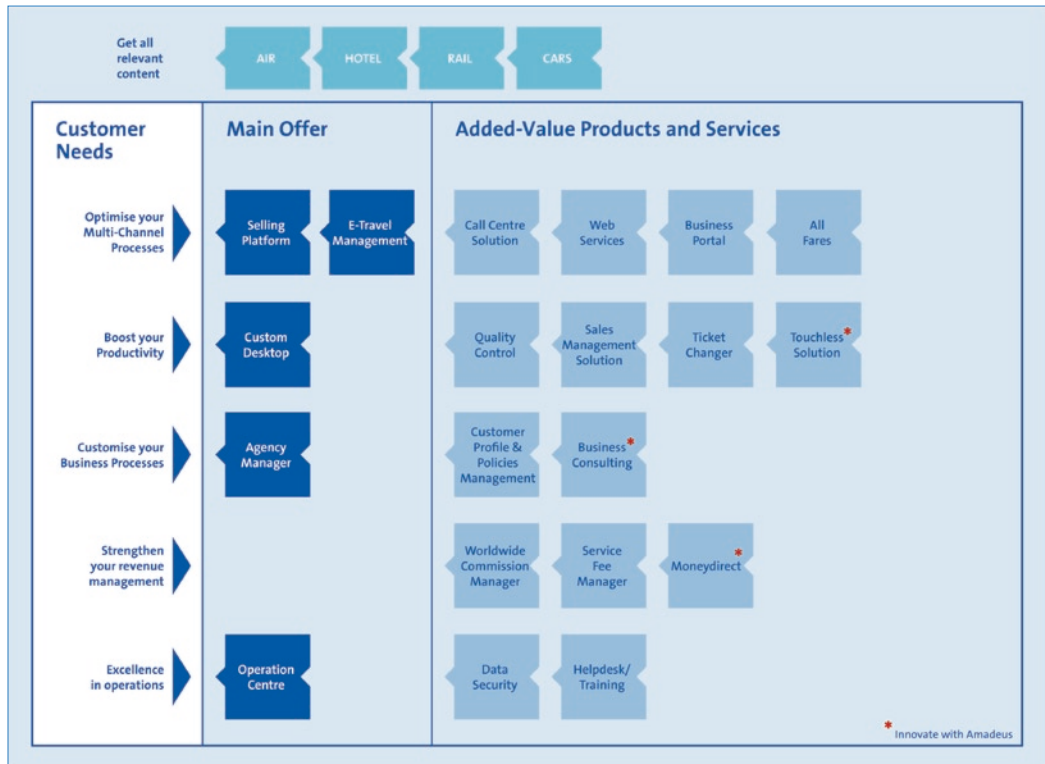
Amadeus helps you look to the future with confidence.



With Amadeus, you pick your vision and paint the future

Amadeus offers you cutting-edge technology. We invest in creating tomorrow's solutions for today. Our latest comprehensive suite of solutions will enable you to differentiate yourself in your market place. Let's paint the future together.

With the TMC Solution palette you can meet and exceed your customers' expectations:



Access to unbeatable content

Amadeus' IT solutions give you access to leading providers: airlines as well as hotel, car-rental and railway companies and at best rates. Content options are becoming larger and more diverse every day!

| Amadeus Air | Amadeus Hotel | Amadeus Rail | Amadeus Cars |
|---|--|--|--|
| 153 airlines on Altéa Reservation (System User). 52 Low Cost carriers, including easyJet. Enabled e-ticketing for 203 airlines and 143 countries. | 248 hotels chains with 75,000 properties. 88% in Dynamic Access & Complete Access Plus. + 130 Hotel Brands committed to offer Best Available Rate through Amadeus. | 106 different railway providers, including high-speed and express airport city trains. | 28 car rental companies with 36,000 locations worldwide. |

Optimise your multi-channel processes

Whatever channel you use, with Amadeus solutions you have access to the same content regardless. Consulting your implant, contacting your call-centre or using your corporate booking tool . . . you are free to decide on the most efficient way to meet your customers' requirements.

| | |
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| Offline channel | Amadeus Selling Platform is a user-friendly, browser-based point of sale, offering you the choice between easy-to-use graphical views and traditional command pages. Amadeus Selling Platform helps you save time, enhance your customer relationships and manage your business more efficiently and profitably. It offers advanced workflow and scripting capabilities, lets you integrate external data and allows you to access all content from a single point - in other words, it increases your productivity. |
| Call Centre channel | Amadeus Call Centre Solution enables you to operate a fully automated, efficient and personalised multi-national call centre. This solution is customisable and adapted to your individual working environment - from reservations and fulfillment to integration with computer telephony systems. It maximises agent productivity and reduces operational cost by up to 25%. |
| Online channel | Amadeus e-Travel Management lets you integrate all the elements of global travel programs (including travel policies, preferred and negotiated rates) into one easy-to-use website. Your customers can then easily plan, book and purchase complete travel itineraries compliant with company policies. |

Customise your business processes and boost productivity

Amadeus also supports you by adapting Amadeus solutions to your working environment and by providing you with tools that increase the productivity of your reservation agents.

Amadeus proposes the creation of standardised business processes - just what your business demands:

- > Your mid-office functions integrated with Agency Manager and Sales Management Solution increases your automatic invoicing by around 50% .
- > Make sure - with the help of Quality Control - that your team always suggests a hotel room or auxiliary services.
- > Then there are those frequent changes of business traveller tickets: Ticket Changer lets you save up to 25 minutes on processing time.

These tools reduce manual interventions considerably and therefore the number of errors that can occur, enabling you to deliver first-class customer service and increase your sales on a global level.



Combine to achieve
your objectives.

Improve your revenue management processes

One of a Travel Management Company's major headaches is commissions tracking. Amadeus has created two solutions to help you control your revenues:

- > Amadeus Worldwide Commission Manager makes checking and processing hotel commission payments easy, while MoneyDirect not only lets you track hotel commissions but also those of other providers such as car companies or even rail. No longer will you lose time on tracking commissions but, better still, you won't lose out on commissions.
- > To maximise your revenues and productivity even further, we propose you use Amadeus Service Fee Manager which calculates your service fees at selling time. According to a recent study (conducted by Fried & Partner in July 2007) Service Fee Manager increases an agent's productivity, reducing the 'fee application' processing time by an average of 67% compared with manual calculation. With this solution travel agencies have grown their revenues from service fees by 28%.

Excellence in operations

Amadeus has made a vital strategic choice in opting for a fully-owned data centre, thus guaranteeing system reliability and scalability.

We can serve global companies with ease. Our exceptional local expertise ensures best-in-class support in 218 markets while a central point of contact is available on a 24-hour basis, every day of the year.

We are constantly investing in global, regional and local account management so that we can work directly with your organisations.

Take a step into the future and innovate with Amadeus

This is an industry first: Amadeus has engineered the most innovative technology to date to help Travel Management Companies tackle the issues they face regarding multiple distribution-platform models. We call it Amadeus Collaborative Technology.

Amadeus Collaborative Technology consists of a set of collaborative components, such as shopping services, unified profile services or even a unique policy engine, enabling you to implement an electronic platform that supports real-time communication through a variety of devices and channels.

The benefits for you are tremendous because the latest version gives you the flexibility to work from absolutely anywhere, entering our system extremely fast. There you can access the 'best matching' products to optimise your overall revenues and consequently reduce your operational costs significantly.

The benefit of Amadeus Services & Consulting is that the solutions are tailored, rather than pre-packaged offers to which clients have to mould themselves.



Mario Bedoya

Position, Columbia GM Panturismo

| Why Amadeus? | |
|--|---|
| 1. Amadeus has a huge global network that goes hand-in-hand with local expertise accumulated over 20 years. We understand your business. | <ul style="list-style-type: none"> > Widest network of travel agencies: 89,000+ TA locations connected to Amadeus. > Global footprint: Amadeus is represented in 218 markets worldwide. > More than 29,000 airline sales offices are connected: 385,000+ points of sale worldwide. |
| 2. Amadeus is committed to delivering leading IT solutions to the travel industry. | <ul style="list-style-type: none"> > Amadeus receives the highest satisfaction marks regarding technology compared to the ratings achieved by our competitors amongst their own customers. > Amadeus is considered the 'biggest player in the IT industry' by customers and prospects. |
| 3. Amadeus' outstanding and robust technology underpins all our solutions, ensuring unrivalled accuracy and stability. | <ul style="list-style-type: none"> > Scalability: British Airways cutover = 366,000,000 transactions/ day. > Low-fare search: Availability Server, +900,000,000 low-fare search transactions in 2006. |
| 4. Amadeus is ideally positioned to continue to secure the widest range of relevant content. | |
| 5. Amadeus innovates to give you every advantage when managing change. | <ul style="list-style-type: none"> > Number one for investments in R&D according to the European Commission's Top 1000 Ranking of European companies investing in Research and Development in 2005. Amadeus ranks at number 87. > Won the World Travel Award three years in a row for Amadeus Selling Platform as well as for our e-Travel Management solution. |
| 6. Amadeus is dedicated to offering 'best-in-class' service/support for our customers. We are always happy to listen to you and then to respond with a solution. | |
| 7. Amadeus adheres to the strictest quality standards and guarantees uniform processes across the globe. | <ul style="list-style-type: none"> > First GDS to receive ISO* 9001:2000 Quality Management Systems accreditation. > Migrated more travel agencies than any other GDS, and the successful British Airways migration was the biggest in the history of the travel industry. > PNRs or Customer Profiles are transferred automatically. |

During the last twenty years, Amadeus has more than proven its ability to deliver. In this competitive market place we remain at your side with leading-edge technology solutions.

Pick your vision and paint the future.

Visit our website:

<http://www.amadeus.com/travelagencies/x7000.html>

For commercial information,
please contact your Key Account Manager

For more solutions information,
please send an e-mail to TMC@amadeus.com