Amadeus e-Travel Management is an open platform capable of integrating with external applications such as human resources (HR/profile), meeting planning, and expense and workflow systems.

All external third-party communication occurs via the TCP/IP networking protocol. Data is formatted in XML (eXtensible Markup Language) in alignment with Open Travel Alliance (OTA) standards where possible. Interfaces are performed via HTTP or Web Services in synchronous or asynchronous nature.

Profile management

An external application administrator can manage profiles in the Amadeus e-Travel Management database through the Profile Link tool. Profile Link allows the creation, update and deletion of profiles directly in the Amadeus e-Travel Management database. Communication through Profile Link is based on the Open Travel Alliance (OTA) XML specification, with some additional elements required by Amadeus e-Travel Management. Profile Link provides profile synchronization with all GDSs.

Silent login

Amadeus e-Travel Management supports Silent Login, or single sign-on, with external systems including corporate HR systems and expense management systems, via the exchange of XML data over the SOAP protocol—the de facto standard for exchanging data over the Internet. Single sign-on allows a user who is logged into an external application, such as a company’s HR site, to seamlessly log into the Amadeus e-Travel Management application. When all transactions are completed, the user can log out of Amadeus e-Travel Management and return to a designated URL in the external application. Synchronization of login data (user name and password) between Amadeus e-Travel Management and the external application must be maintained to enable user login data to be validated upon sign-on.

Use of single sign-on is optional and the end user can log directly into the Amadeus e-Travel Management application if required. Single sign-on uses the security of the HTTPS post method to avoid exposure of passwords and identifiers in transit.

Integration with workflow systems

Integration with external workflows takes place after trip elements have been added to the trip plan or a PNR has been retrieved. Details of created, updated or cancelled trips can be forwarded to an external application for approval or simply to notify the external application. Trip approval or rejection in the external workflow then determines the status of the PNR for the trip.

Communication between Amadeus e-Travel Management and the workflow system uses XML messaging over SOAP.
Integration with expense systems

External expense systems can be notified of trip activity. When a PNR is created, updated or cancelled, with optional approval internally in Amadeus e-Travel Management or in an external application, the details can be forwarded to the company’s expense system. This expense system reporting has no effect on the PNR status.

Communication between Amadeus e-Travel Management and the expense system uses XML messaging over SOAP.

About Amadeus e-Travel Management

Amadeus e-Travel Management Solutions remove the complexities from making travel arrangements allowing your employees to concentrate on what matters most—your business. When your employees use Amadeus e-Travel Management, they can easily plan, book and purchase complete travel itineraries within your company’s guidelines. It enables corporations and travel agencies alike to integrate all the elements of their global travel programs, including travel policies, preferred suppliers and negotiated rates, into one easy-to-use Web site.

To learn more about the exciting new functionality in Amadeus e-Travel Management, please contact your Amadeus consultant:

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