

Amadeus e-Travel Management Professional services & global support

Providing professional services means caring deeply for the business success of our customers. We do business with people for people.

It couldn't be smarter : top technology and professional support

Amadeus Consulting & Services portfolio translates into an investment in *your* future. Amadeus not only provides you with cutting-edge technology but also with adaptable solutions and services. Our true value lies in the combination of technology and partnership.

Simplicity is the Amadeus formula: technological solutions + service add up to a world of opportunities.

Optimising your IT environment & supporting your business goals

Your business has been evolving from the day it was founded. But evolution has speeded up dramatically over the past few years and, to judge by recent events, it's bound to speed up even more. IT is moving at a dizzying velocity and in the online world getting up to speed on new technology and management applications is critical. You want tomorrow's travel technology today, you want it to work in your favour and you need to remain in control. That's where Amadeus comes in. Let an Amadeus Professional make sure that you have the IT project that's perfect for you and that it is customised to your business requirements.

Next time you say IT, pronounce it Amadeus

Our professional services are designed to cover the needs of large corporations. We have done it before: our global coverage and local expertise make us unique. Amadeus solutions give you tremendous flexibility to respond to international needs whilst allowing you to pay attention to local issues.

While you attend to your core business Amadeus, your IT partner, is looking after your company's interest by making your travel management program a success. During and after implementation of our solutions you are not left to your own devices: Amadeus Professionals are at your side with their unequalled and synergetic mix of travel industry and IT knowledge until your corporate travel program is operating at peak performance and effectiveness. We put our business and e-commerce expertise at your disposal in order to optimise the online channel.

Professional services made to measure

Implementation & Integration services

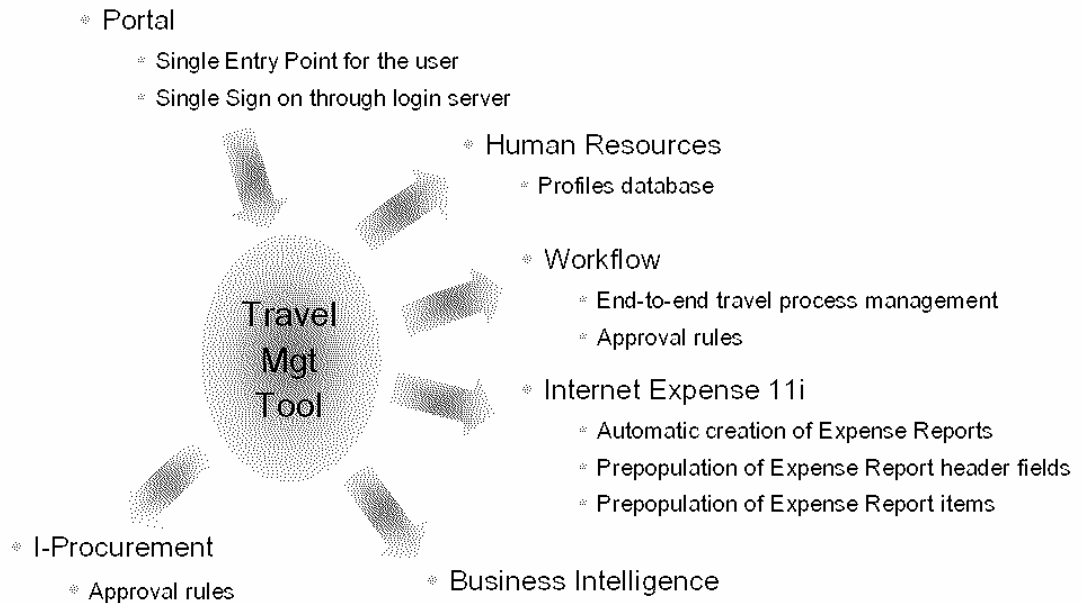
From streamlining travel processes to profile synchronisation: Amadeus works with you to manage implementation and integration projects in the most effective way.

- **Amadeus Systems Implementation** - An Amadeus Professional will be working closely with you during each step of the process until the Amadeus solution has been implemented successfully and your company is ready to use it. Our implementation programme covers all phases of the process - from needs evaluation through transition and implementation to post-implementation support.



- **Amadeus Systems Integration** - Assistance with the integration of the new online travel solution into your existing corporate IT environment and applications, such as travel expense, HR and workflow systems as well as corporate intranets and travel agency back-office systems. The resulting automated, no-touch process will increase your total IT cost efficiencies while eliminating errors that occur when data is keyed in and/or updated manually.

Amadeus can help consolidate online and offline information, taking into account travel agency procedures. Functional scenarios are agreed between all parties. Our third-party integration processes help with the integration of Amadeus online technology into the company's existing IT landscape.



e-Consulting

Amadeus e-Consulting is the comprehensive answer to managing an online channel effectively by combining business knowledge with additional e-commerce expertise. With over 1,000 corporate customers, Amadeus has a proven track record to integrate best practices.

- **Amadeus Business Consulting** – Amadeus Professionals have helped companies worldwide evaluate opportunities and make the shift from traditional travel management processes to the latest online corporate travel strategies. Implementation of a new online booking program does not have to be just technically successful, but has to show real savings – well above expectations.
 - Feasibility studies assist corporations right from the beginning, during the strategy definition phase, and maximise the efficiency of the project through opportunity analysis, ROI estimate, risk assessment and recommendations regarding best adoption practices.
 - Re-engineering studies analyse business processes in the context of travel management.
 - Migration projects help companies evolve from legacy systems to advanced travel solutions.

- **Amadeus Adoption Consulting** – We understand the challenges of managing change. Amadeus will guide employees to adopt the new online solutions and will work together with you to create and deliver the most effective roll-out plan. Detailed timelines and strategies will be part of what makes the deployment of the solution successful. We appreciate the importance of ROI. Together with you we'll agree on success measurements that will guide us throughout the deployment process. That's not all: we offer customised programmes for a successful roll out and adoption of the solution.

Amadeus Educational Services

The Amadeus Professionals bring you years of expertise in travel management optimisation. All programmes are tailored to what your company needs and can be delivered at any time of the decision-making, implementation or deployment phases.

- **Training** – We offer programmes that meet your requirements making sure that no-one remains behind. There is classroom training, blended learning (a mix of distance and physically present learning) as well as full virtual classroom services. In 2004 and 2005 the Amadeus training programmes received an overall rating of 98% in terms of helping increase productivity.
 - **Train-the-trainer programmes** give customised training to those who will be responsible for educating employees in the efficient use of the online solution.
 - **Certification programmes** are customised training programmes based entirely on your requirements.

For Amadeus, Service means

- **Commitment** – we deliver what you expect from us
- **Reliability** – we ensure your business continuity
- **Simplicity** – we guarantee successful adoption throughout your company
- **Experience** – years of it gained in the travel industry at your disposal

We are your Technology Partner.

Amadeus Help Desk Services

Corporations with a worldwide presence can avail themselves of the Amadeus Help Desk support -24 hours per day, seven days per week. You can also make use of the Amadeus tracking system and file and follow up incidents online. These services are offered by the Amadeus Global Customer Services with the "Follow-the-Sun" Help Desk facilities in Nice (France), Miami (USA) and Bangkok (Thailand).

Keep it simple, keep it Amadeus

You know exactly the direction your business has to take. Considerable cost savings and productivity increases are on the menu, and online travel management is undoubtedly one of the most cost-efficient answers. Let us make sure you use your technology to full advantage and help you reap the benefits immediately. Join 1,000 companies that have said “yes” to Amadeus.

Amadeus services at a glance

Integration & Implementation services	<ul style="list-style-type: none">• Amadeus Systems Integration• Amadeus Systems Implementation
e-Consulting	<ul style="list-style-type: none">• Amadeus Business Consulting• Amadeus Adoption Consulting
Educational Services	<ul style="list-style-type: none">• Train-the-Trainer programme• Certification programme
Help Desk Services	<ul style="list-style-type: none">• Customer Support Management