amadeus

Shaping the Future of Travel

Amadeus in a few words

- We are the leading technology company dedicated to the global travel industry
- We are present in 190+ countries and employ 14,000+ people worldwide
- Our solutions enrich travel for billions of people every year
- We work together with our customers, partners and industry stakeholders, including the EU Commision, to improve performance and shape the future of travel

566 million total bookings processed in 2015
using the Amadeus distribution platform

1.2 billion passengers boarded in 2015
with Amadeus and Navitaire solutions

#10 software company in the world
Forbes 2015 global rankings

5th consecutive year included in the DJSI
The only travel technology company in the
Dow Jones Sustainability Index in 2016

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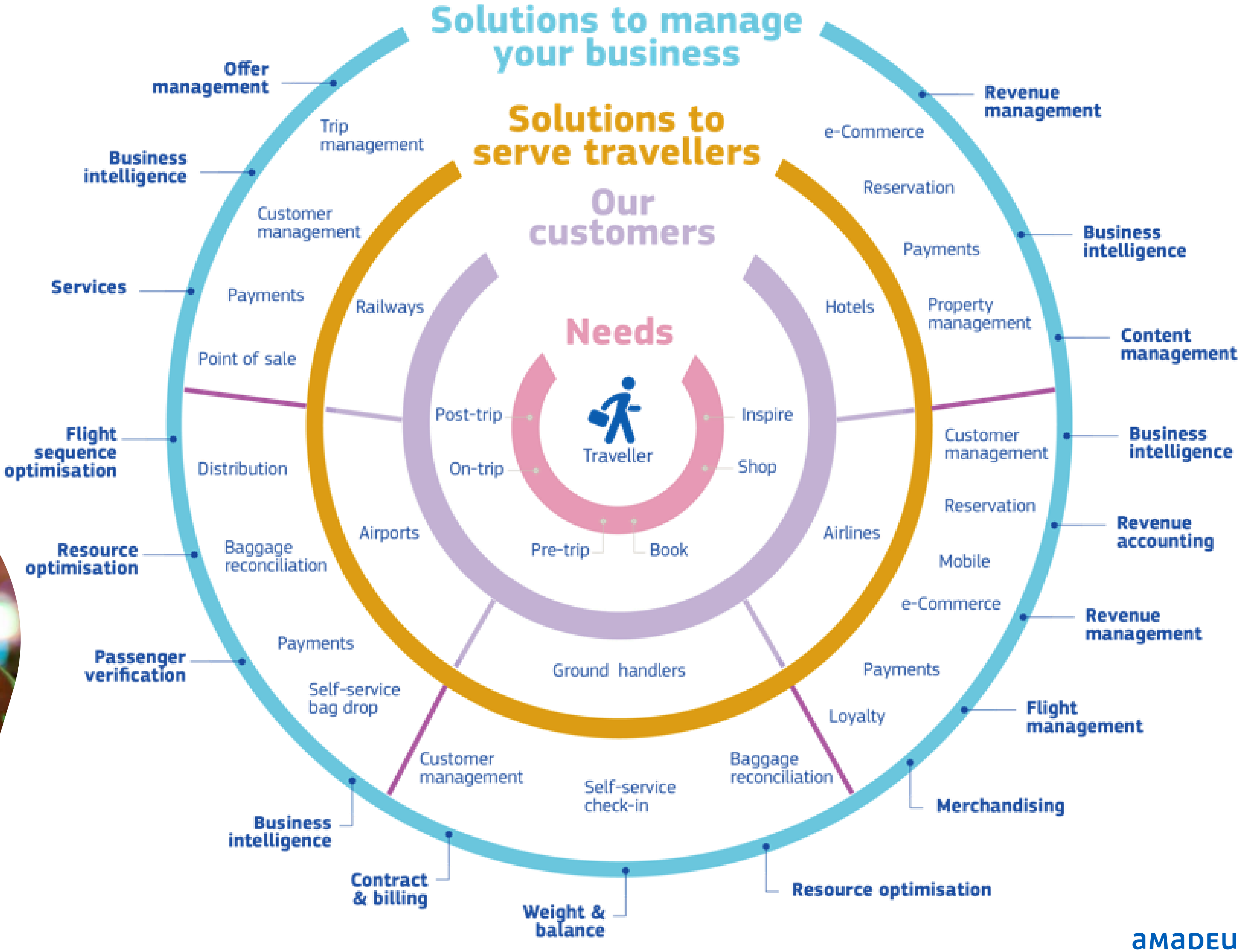
Amadeus solutions



Solutions to manage your business

Offer management
Business intelligence
Services
Flight sequence optimisation
Resource optimisation
Passenger verification
Business intelligence
Contract & billing
Weight & balance
Resource optimisation
Merchandising
Flight management
Revenue management
Revenue accounting
Business intelligence
Content management
Business intelligence
Revenue management

Solutions to serve travellers

Trip management
Customer management
Payments
Point of sale
Distribution
Baggage reconciliation
Payments
Self-service bag drop
Customer management
Self-service check-in
Baggage reconciliation
Loyalty
Payments
e-Commerce
Mobile
Reservation
Customer management
Property management
Payments
Reservation
e-Commerce

Our customers

Railways
Airports
Ground handlers
Airlines
Hotels

Needs

Traveller
Inspire
Shop
Book
Pre-trip
On-trip
Post-trip

Our customers

100,000+
travel agencies and corporations, online and worldwide

709
130+
airlines

200
airport operators

95
ground handlers

379,000+
hospitality properties

90
rail operators

43
car rental companies

233
tour operators

16
insurance provider groups

50
cruise and ferry lines

A diverse and dedicated team

More than

14,200

people worldwide

123

nationalities

€9.6m

in training

invested in 2015

Over 56

languages

spoken

Our commitment to innovation

On-going research in:

- Cloud-based architecture
- Security
- Massive data
- Real-time analytics
- Mobile

17% of revenues
invested
in R&D in 2015

€4+ billon
invested in R&D
since 2004

20 R&D centres
across the world,
from Bangalore to
Boston to Nice

Leading R&D investor
in 2015 in the global
travel and technology
industry

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Our robust global operations

- Cutting-edge data centre in Erding, Germany with support across the globe
- World's largest data processing centre dedicated to the travel industry
- Scalable technology built on open systems and a service-oriented architecture

37+ petabytes of storage

39,000 transactions per second (at peak)

2.6 billion transactions per day

A history of shaping the future of travel

1987
Amadeus is founded by Air France, Iberia, Lufthansa and SAS

1992
First booking is made through Amadeus' systems

1995
Amadeus becomes world leader in number of travel agency locations

1998
1 million bookings made in a single day for the first time

2000
Partnership with BA and Qantas to launch Amadeus Altéa – our core Airline IT offering

2010
Amadeus diversifies into IT solutions for airports, hospitality and rail

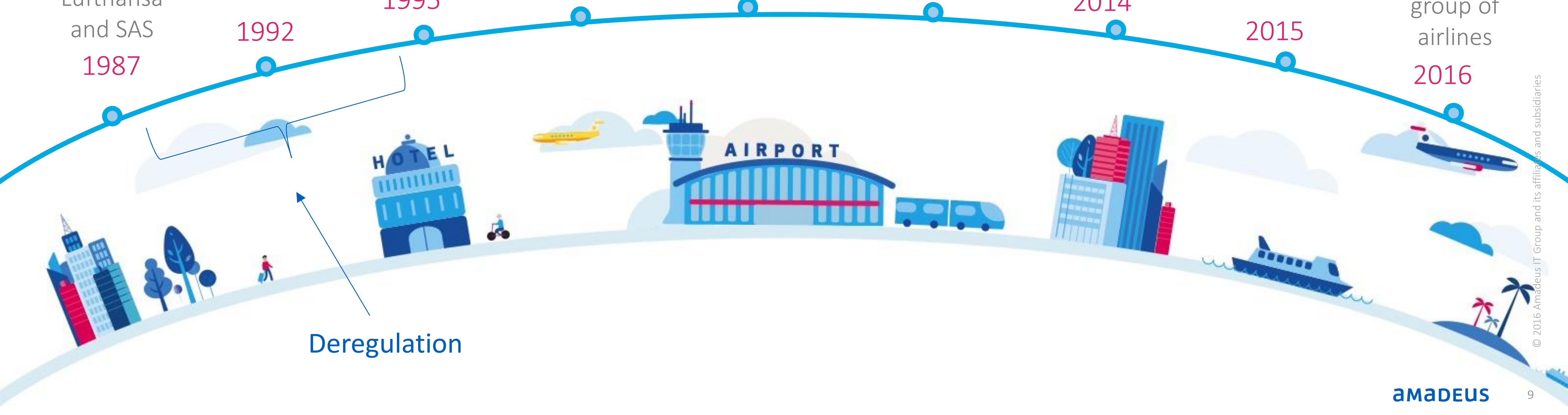
2014
Contracts with Ryanair and Southwest Airlines

Strategic technology partnership with IHG

2015
1,240 million passengers boarded*

€3,913 million In revenue

2016
Acquisition of Navitaire gives Amadeus the ability to serve a wider group of airlines



Deregulation

Born as an Offensive, Defense Response

1. Disruptive technology/competition
2. Air Deregulation (DG COMP)
3. Regulation (DG MOVE)

Sustainable innovation relies on several pressures being applied at once

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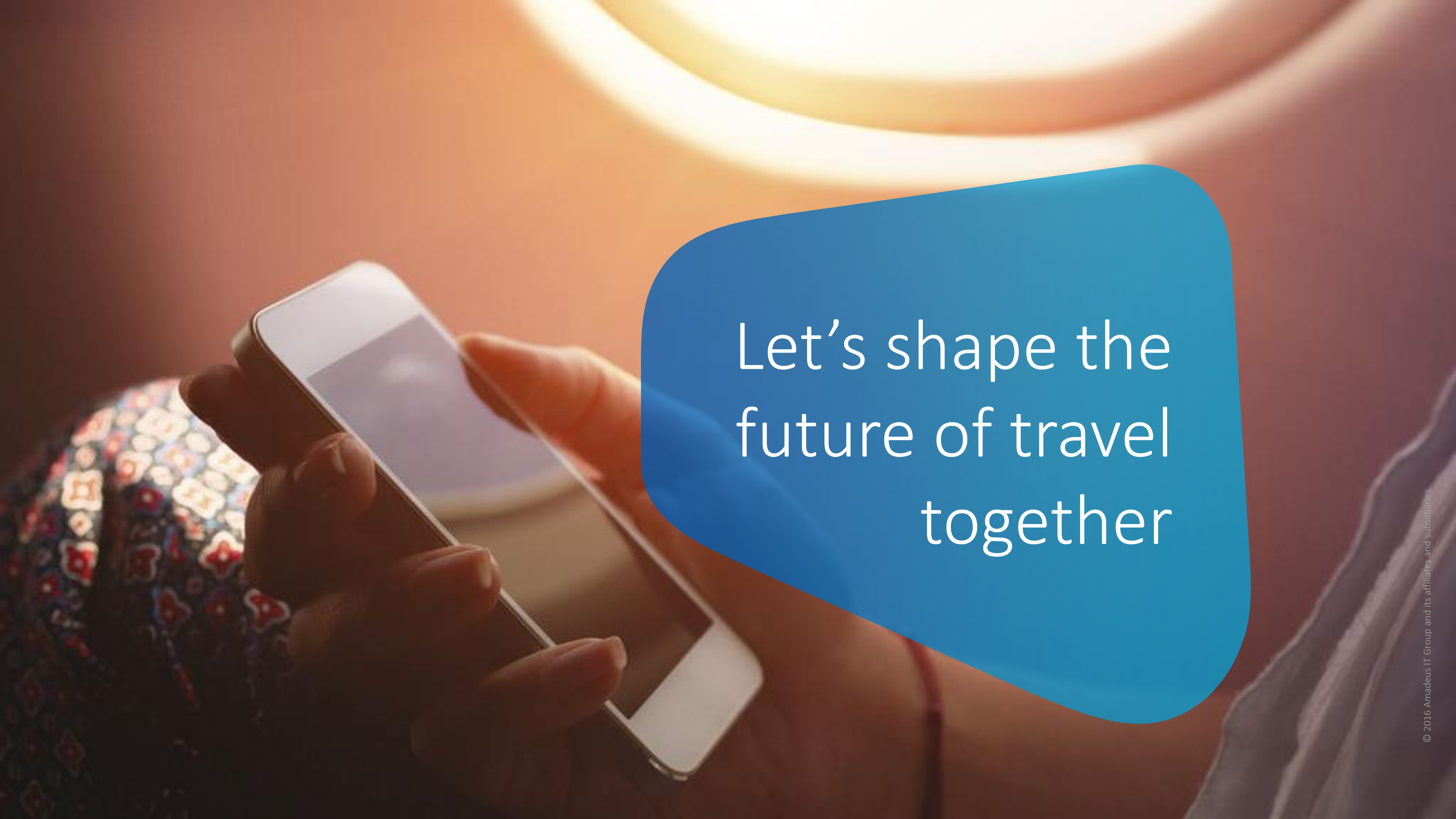
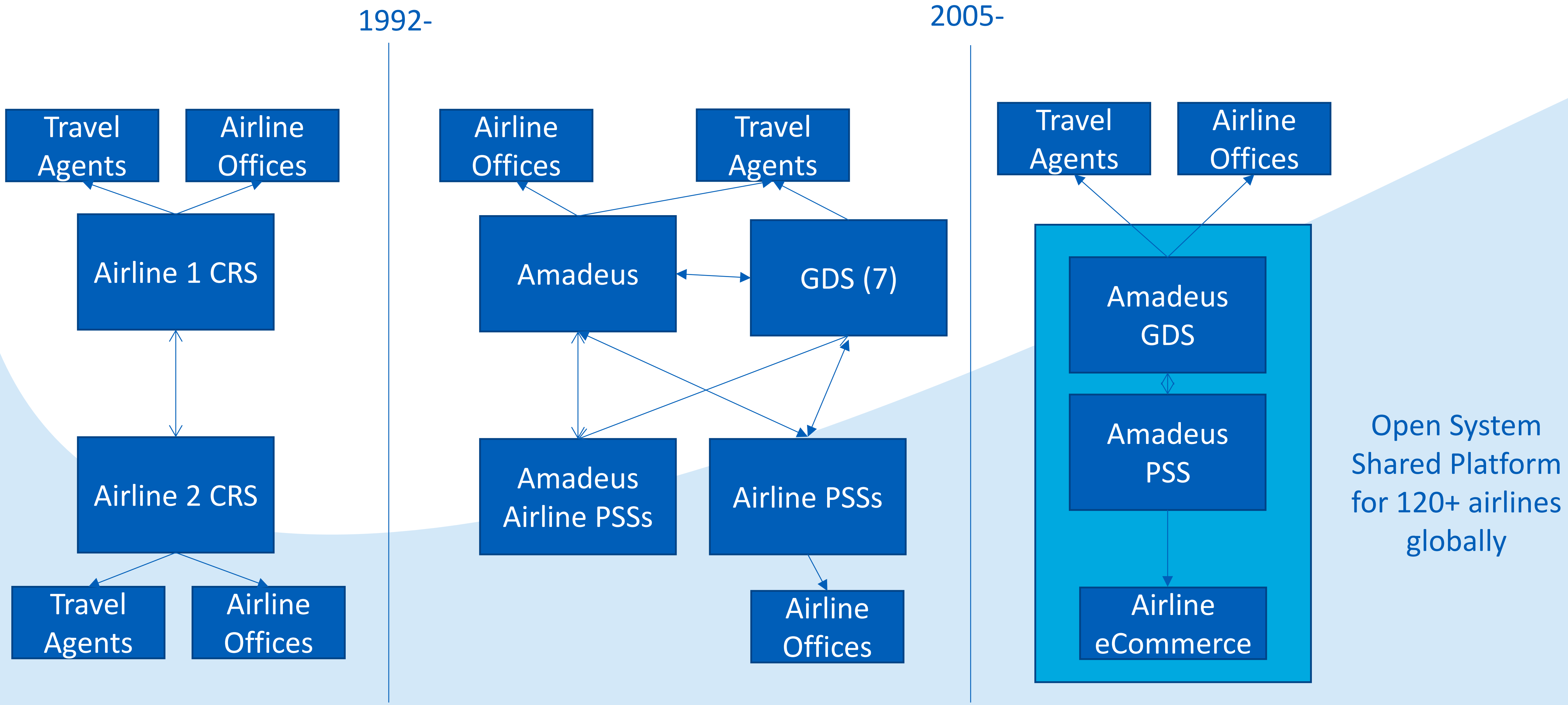
Recommendation?

- Induce disruptive pressures to initiate change
- Stimulate collaboration – start small?



Let's shape the future of travel together

2. Structural Evolution


1992-
2005-
Travel Agents
Airline Offices
Airline 1 CRS
Airline 2 CRS
Travel Agents
Airline Offices
Airline Offices
Travel Agents
Amadeus
GDS (7)
Amadeus Airline PSSs
Airline PSSs
Airline Offices
Travel Agents
Airline Offices
Amadeus GDS
Amadeus PSS
Airline eCommerce

Open System Shared Platform for 120+ airlines globally

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3.

Amadeus today

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Thank you

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