



Finnair completes switch to new generation departure control system and launches multi-channel self-service check-in

Amadeus' Altea Departure Control Solution is now managing Finnair check-in and load control operations at 63 airports across Europe, North America and Asia

Madrid, Spain, 05 May 2009: Finnair has successfully switched all its departure control activity to the new generation technology Amadeus Altéa platform. Finnair is also the first airline to implement the new Altéa Self Service Check-in solution, which expands the choice of check-in channels for the airline's customers to include web, mobile phone (SMS and MMS), as well as airport kiosks.

The last phase of the transition to the new departure control platform involved migration of Finnair's passenger check-in at 63 airports world-wide. This was carried out with minimal disruption to the airline's operations and concluded on 29 April.

"The migration of our departure control system is the last step in a strategic project that will strengthen our business. Our operations spanning Europe and Asia require systems that easily and quickly adjust to new market demands", says Finnair's Tom Källström, VP e-business development.

Altéa brings a series of advantages for Finnair. *"For the first time, our passenger service systems are fully integrated, from sales - offline and online - through to departure control. Finnair can now move from a project mode to a process mode, which means that we can now concentrate on fine-tuning our businesses and we can also react quicker and be more proactive to new business demands,"* continues Tom Källström.

"Finnair is the third airline to deploy the new Altea Departure Control system," says Julia Sattel, Vice President, Airline IT, at Amadeus. *"This last module of our new generation customer management solution demonstrates robustness and we are now expanding our technical capability in the airport environment with Finnair."*



Multiple channel self-service check-in, inter-airline check-in and the outsourcing of first-line help desk support, as well as communication infrastructure that uses the latest network technology to link the airline's airport facilities with the Amadeus data centre, are all new services Amadeus has also rolled out for Finnair.

To date over 50 airlines have opted for the full Altéa CMS, while some 100 other airlines use at least one component of Altéa CMS. Amongst these are six of the nine partner members of Finnair's oneworld global airline alliance.

Notes to editors

About the Altéa Self Service Check-in solution:

- **Altéa Kiosk Check-in** is available on kiosks at airports (or also at specific off-airport sites such as hotels or train stations) and allows customers to check themselves in using the touch screen, enter their regulatory information, select their seats from seat maps, add their frequent flyer numbers, select earlier flights, and print their boarding passes

- **Altéa Internet Check-in** is a web-based solution, integrated with the airline website to allow customers to check themselves in, enter regulatory information, print boarding passes, send the confirmation messages to their phone or email their boarding passes.

- **Altéa SMS Check-in** proposes to customers, via SMS text message, that they check in for their flight. The message contains all relevant flight information including seat numbers. The customer answers yes to check-in, Altéa confirms the check-in and sends a boarding pass by SMS.

About Amadeus

Amadeus is the chosen technology partner for providers, sellers, and buyers of travel. The company provides distribution, IT and point-of-sale solutions to help its customers adapt, grow and succeed in the fast changing travel industry. Customer groups include **travel providers** (airlines, hotels, car rental companies, railway companies, ferry lines, cruise lines, insurance companies and tour operators), **travel sellers** (travel agencies) and **travel buyers** (corporations and travellers). Solutions are grouped in four solution categories – **Distribution & Content, Sales & e-Commerce, Business Management** and **Services & Consulting**.

Amadeus has central sites in Madrid (corporate headquarters & marketing), Nice (development) and Erding (Operations – data processing centre) and regional offices in Miami, Buenos Aires and Bangkok. At market level, Amadeus maintains customer operations through 69 local Amadeus Commercial Organisations covering 217 markets.

The company is majority owned by WAM Acquisition, whose shareholders are BC Partners, Cinven, Air France, Iberia and Lufthansa. Amadeus employs over 8,500 employees worldwide, representing 105 nationalities.



More information about Amadeus is available at: <http://www.amadeus.com>

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