

## Press Release

### Qantas and Amadeus expand IT relationship following 7 years of innovative collaboration

- An extension to 2017 of the existing agreements covering both customer management and online functions
- Qantas was the launch customer of Amadeus Altéa Customer Management platform and will complete cutover in 2008 with a new departure control system

*Madrid, Spain, September 27, 2007:* Amadeus, a global leader in technology and distribution solutions for the travel and tourism industry, and Qantas have signed an extension to their existing agreements which will see both companies continue working together until 2017. The extended agreements cover the Altéa customer management and online solutions that Amadeus currently provides to the airline, as well as a framework for the introduction and development of additional products and solutions in the future.

Qantas Chief Information Officer, John Willett, said the seven-year relationship was based on collaboration and innovation.

“The development of Altéa, which has become the leading customer management solution for airlines, has been a milestone for the industry and we expect that the next 10 years will help us to innovate further.

“Earlier this year, Qantas commenced roll-out of a new load control system, Altéa DC-Flight Management, with no disruption to our service, something we have come to expect in all our work with Amadeus,” Mr Willett said.

David Jones, Executive Vice President, Commercial, Amadeus, commented: “By signing an extension of the agreements to 2017, before those agreements were due to expire, Amadeus and Qantas have committed to maximising the benefits of our existing customer management and online solutions as well as looking at the role technology solutions will play in the future. Building on our successful partnership with Qantas, we will continue to develop solutions that help airlines secure competitive advantage.”

Under the extended agreements, Qantas will also adopt additional solutions including Amadeus Ticket Changer, which will automate the ticket change and re-issue process from any location in any currency, and Amadeus Service Fee Manager, which will allow the airline to accurately capture revenue flows and improve profitability. In addition, Amadeus will also set up a *Competency Centre* for Qantas at the Amadeus Product and Development hub in Nice. This will

support e-commerce operations for the airline and complement an existing IT development centre in Sydney.

Qantas was the launch customer for Amadeus' Altéa Customer Management Solution and today uses all three modules - Altéa Reservation, Altéa Inventory and Altéa Departure Control (DC) - to manage its sales and reservations, inventory and flight departure management needs. The final module of Altéa DC, a new check-in, boarding and baggage management solution, is due to be implemented for the airline in 2008. Qantas is also a user of Amadeus' e-commerce solutions and cut over to Amadeus e-Retail Engine in 2002.

- Ends -

**Notes to the editors**

**Amadeus**

A world-leading technology and distribution solutions provider, Amadeus delivers unparalleled expertise to the travel and tourism industry, including leading-edge solutions that cover airlines' unique business needs, independent of their size, business model or market reach.

Amadeus' pioneering new-generation Customer Management Solution (CMS) portfolio, *Amadeus Altéa CMS*, serves network and regional carriers. The Altéa portfolio, based on a pioneering community platform concept, enables improved operational efficiency and increases revenue. The portfolio consists of the *Altéa Reservation*, *Altéa Inventory* and *Altéa Departure Control* solutions.

Low cost carriers also have a specific CMS for LCCs - based on adaptive technology and already used by carriers in Europe and the USA - that provides robust options that easily adjust to their evolving operational requirements.

Further complementing these integrated IT solutions is the *Amadeus e-Travel Airline Suite*. Over 70 of the world's leading airlines use the Amadeus e-Travel Airline Suite to power over 250 websites in more than 80 markets.

Other standalone IT solutions include amongst others: *Amadeus Revenue Integrity* solution, *Amadeus Ticket Changer*, an automatic ticket reissue tool, and a full range of ticketing solutions; including e-ticket interlining and ground-handling management technology. More information about Amadeus' solutions for airlines is available at: [www.amadeus.com/airlines](http://www.amadeus.com/airlines).

**About Qantas**

Qantas is the world's second oldest airline. It was founded in the Queensland outback in 1920 and is Australia's largest domestic and international airline. Qantas is recognised as one of the world's leading long distance airlines, having pioneered services from Australia to North America and Europe. The Qantas Group employs approximately 31,000 staff across a network that serves 143 destinations in 36 countries – 57 in Australia and 86 in other countries (including codeshare services) in Australia, Asia and the Pacific, the Americas, Europe and Africa.

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