

Press Release

Amadeus e-Support Centre offers online support for travel agencies

Amadeus boosts travel agent productivity and enhances the support experience by providing access to support content and case logging on a new online support portal.

Madrid, Spain, 11 December, 2008: Amadeus, a global leader in technology and distribution solutions for the travel and tourism industry, is rolling out the Amadeus e-Support Centre, an online support tool for travel agents to browse support information, resolve problems and log a case to the Amadeus Help Desk. The online resource is currently in use in France, Australia, Malaysia, the Philippines and Hong Kong, and will shortly be launched in North America, Brazil, Scandinavia, Singapore, the United Kingdom, Ireland, Portugal and Latin America.

Amadeus e-Support Centre already contains over one thousand knowledge solutions tips and support guidelines. The wide range of resources and educational material can be searched by keyword, topic and specific system error message. All this is available at no extra cost to customers and is designed to increase productivity and reduce telephone bills. Agents can also log a case online which will be automatically processed by the Amadeus Help Desk. Travel agents can then track the status, update or close the case online.

Amadeus e-Support Centre for Travel Agents is available in six languages and provides knowledge content specifically tailored for use by travel agents in a given market. Future enhancements will include an online "Format Finder" to help agents quickly find the right "entries", to input when using the Amadeus system in cryptic mode and other features designed to send alerts and updates to travel agents.

Richard Mann, Director Amadeus Global Customer Services, comments: "Online search technology and self service have become part of our daily lives. Amadeus has worked closely with customers to create new online support tools that are designed to make their lives easier. This investment in new technology will provide customers with better access to information and new and innovative ways to get the support they need when and where they need it."

With a user-friendly look and feel and navigation, Amadeus travel agency customers will experience an enhanced multi-channel support service.

Notes to the editors:

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 in 76 countries covering more than 217 markets.

The company is majority owned by WAM Acquisition, whose shareholders are BC Partners, Cinven, Air France, Iberia and Lufthansa. Amadeus employs over 8,600 employees worldwide, representing 105 nationalities.

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

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