

## Press Release

### LOT modernise its core passenger systems with the adoption of Amadeus' inventory

*LOT becomes 13<sup>th</sup> Star Alliance member carrier to select Common IT Platform as its customer management system*

**Madrid, Spain, 08 March 2010:** LOT Polish Airlines and Amadeus, a leading travel technology partner and transaction processor for the global travel and tourism industry, today announce the expansion of their IT partnership agreement with the adoption of the Star Alliance Common IT Platform (CITP) inventory module, provided by Amadeus.

LOT, which has been a user of Amadeus' Altéa reservation system since 2003, will now add the Amadeus Altéa inventory module to its customer management system. After the implementation, which is expected to be completed by the second half of 2010, the airline will manage both reservations and inventory from an integrated, new generation technology platform.

By implementing CITP to manage its inventory LOT will benefit from additional synergies with other Star Alliance member carriers, such as improved time to market, reduced costs of ongoing system development and a seamless service offering across the global Star Alliance network.

Amadeus Altéa Inventory is a critical component of the Amadeus Altéa suite. It is designed using Service Oriented Architecture that enables airlines to implement the most advanced revenue management techniques, to streamline schedules management and significantly improve the time to market of new products.

"We are thrilled with LOT's decision to select Amadeus as a lead technology partner to sustain its growth. With the adoption of Altéa Inventory, that will enable LOT to maximize its yield, LOT is taking a quantum leap in IT. Continued modernisation of IT infrastructure is essential for airlines to remain competitive in the current economic scenario" commented Julia Sattel, Vice President of Airline IT at Amadeus.

“Adoption of additional components of the Altéa platform will enable us to meet our objective of delivering the highest level of service to LOT customers. Managing our passenger service platform with Altéa Inventory will enhance our competitiveness, simplify key processes and enable our customers to efficiently enjoy all the benefits of the Star Alliance customer proposition.” said Tomasz Kochan, Chief Information Officer, LOT.

“We are very pleased that LOT have opted for the Star Alliance Common IT Platform (CITP)”, commented Justin Erbacci, Vice President Information Technology, Star Alliance. “By adopting the same customer management system as a large percentage of the Star Alliance members, LOT will benefit from additional operational synergies and be able to provide a more seamless interline travel experience to its customers.”

With the addition of LOT, the Amadeus Altéa community has over 130 airlines using the Altéa Reservation module and over 90 airlines that have opted for the full Altéa CMS suite.

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#### Notes to the editors

**Amadeus** is the chosen technology partner and transaction processor for the global travel and tourism industry. The company provides distribution and technology 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).

Amadeus operates under a **transaction-based business model** that offers IT solutions to virtually all players in the travel industry. The Amadeus system processed more than 670 million billable travel transactions in 2009.

Amadeus has central sites in Madrid (corporate headquarters & marketing), Nice (development) and Erding (Operations – data processing centre) and regional offices in Miami, Buenos Aires, Bangkok and Dubai. At market level, Amadeus maintains customer operations through 72 local Amadeus Commercial Organisations covering 195 countries.

The company is majority owned by AMADEUS IT HOLDING S.A., whose shareholders are BC Partners, Cinven, Air France, Iberia and Lufthansa. The Amadeus group employs over 9,300 employees worldwide, with 123 nationalities represented at the central offices.

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

#### **About LOT Polish Airlines**

LOT is one of the oldest airlines in the world. It has been connecting Poland with the rest of the world for 80 years. Now planes in LOT livery fly to over 50 destinations in Europe, Middle East and North America. In 2008 LOT Group carried almost 4 million passengers. Among LOT's pilots there are many European and World Champions in all kinds of aviation sports. Since 2003 LOT is a member of the Star Alliance network. In 2012 LOT will take delivery of the most modern aircraft – the Boeing 787 Dreamliner.

### **About Star Alliance**

The Star Alliance network was established in 1997 as the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognised by numerous awards, including the Air Transport World Market Leadership Award, Best Airline Alliance by both Business Traveller Magazine and Skytrax. The member airlines are: Adria Airways, Air Canada, Air China, Air New Zealand, ANA, Asiana Airlines, Austrian, Blue1, bmi, Brussels Airlines, Continental Airlines, Croatia Airlines, EGYPTAIR, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shanghai Airlines, Singapore Airlines, South African Airways, Spanair, SWISS, TAP Portugal, Turkish Airlines, THAI, United and US Airways. Aegean Airlines, Air India and TAM have been announced as future members. Overall, the Star Alliance network offers 19,700 daily flights to 1,077 airports in 175 countries.

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