



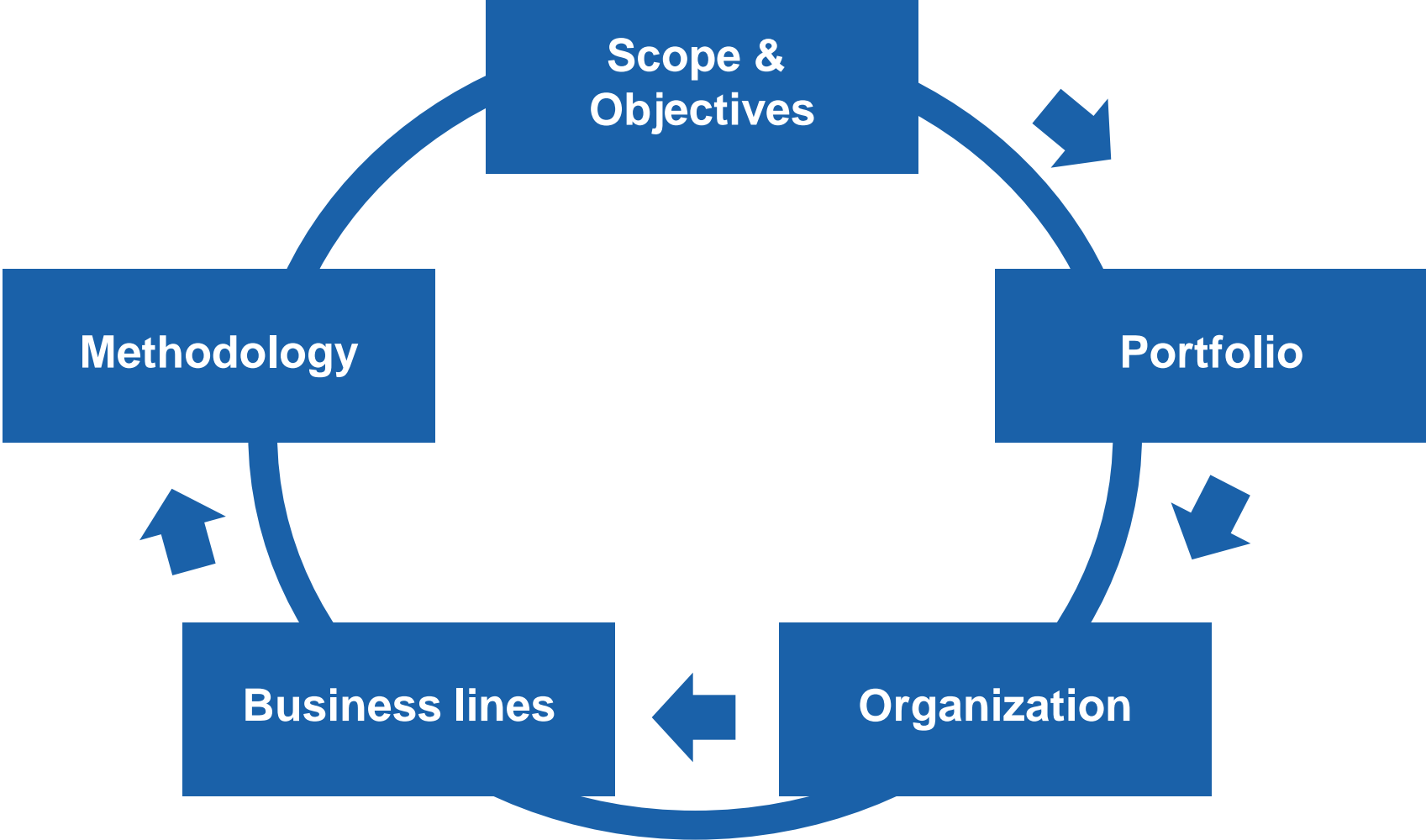
CESE Solution Centre

Integrating technology

St.Petersburg 8/10/09
Jean-Marc Garzulino
Head of CESE Solution Centre

amADEUS
Your technology partner

Agenda



Mission of the CESE Solution Center



To be the leading provider of IT solutions that enable success in the travel and tourism industry

Structure and accelerate the delivery and integration of IT Solutions and Services to all CESE markets

From Products to Solutions – A consulting approach

Sales & e-Commerce

- ▶ Amadeus Selling Platform (Vista)
- ▶ Amadeus Call Centre Solution
- ▶ Amadeus e-commerce
- ▶ Amadeus distribution technology
- ▶ 3rd party product integration
- ▶ Your in-house developed products

Business Management

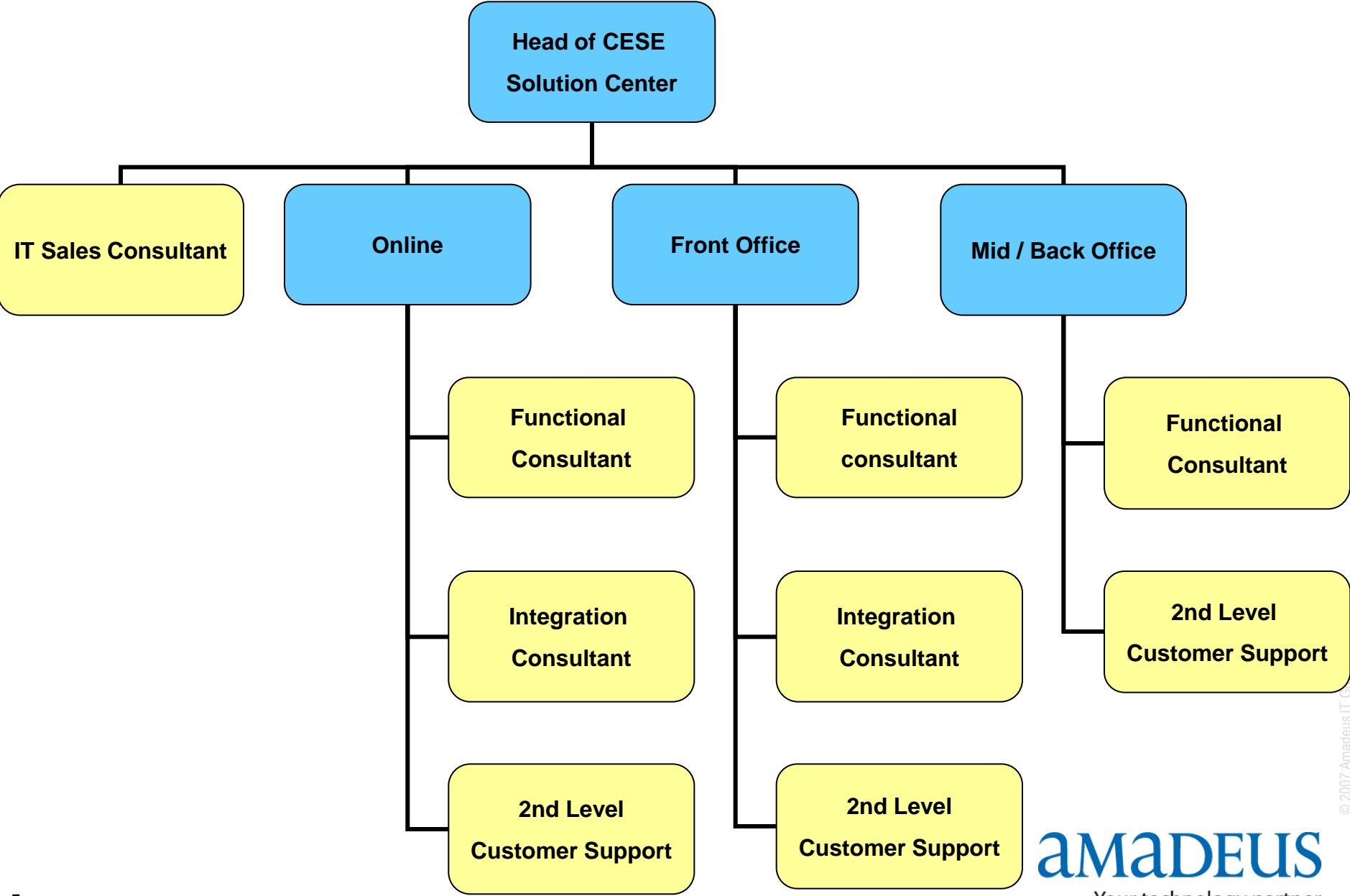
- ▶ Amadeus Mid/Back Office Solutions
- ▶ Amadeus Order Solution
- ▶ Amadeus Quality Control
- ▶ Service Fee Management
- ▶ Customer Relationship Management

Services & Consulting

- ▶ Consulting
- ▶ Custom Development
- ▶ Integration & Implementation
- ▶ Hosting & IT Outsourcing
- ▶ Support Services
- ▶ Project Management
- ▶ Educational Services



CESE Centre roles and responsibilities





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Front Office - Custom Desktop

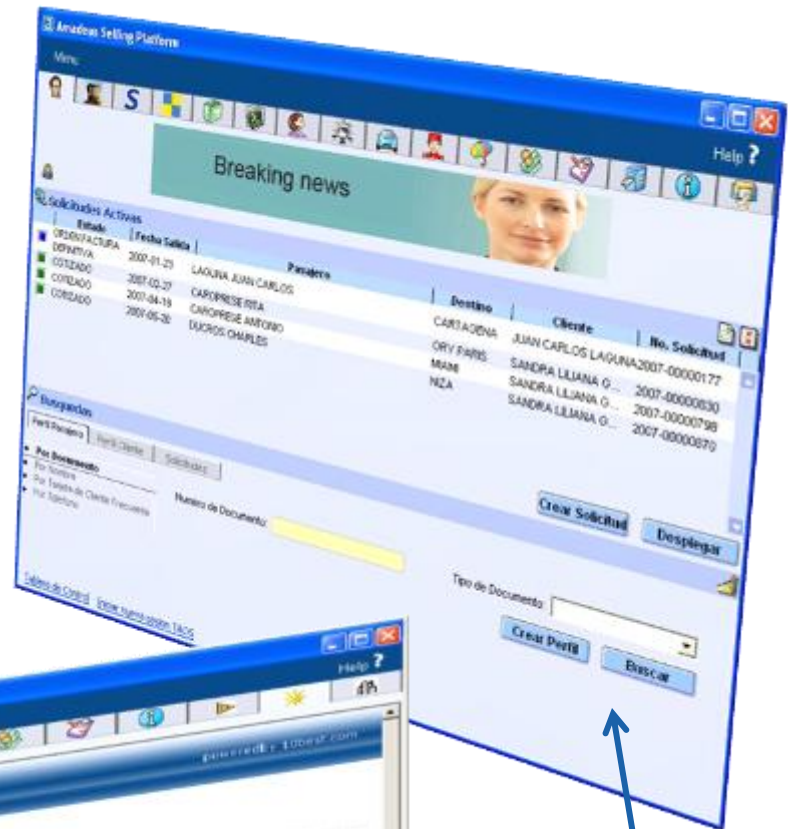
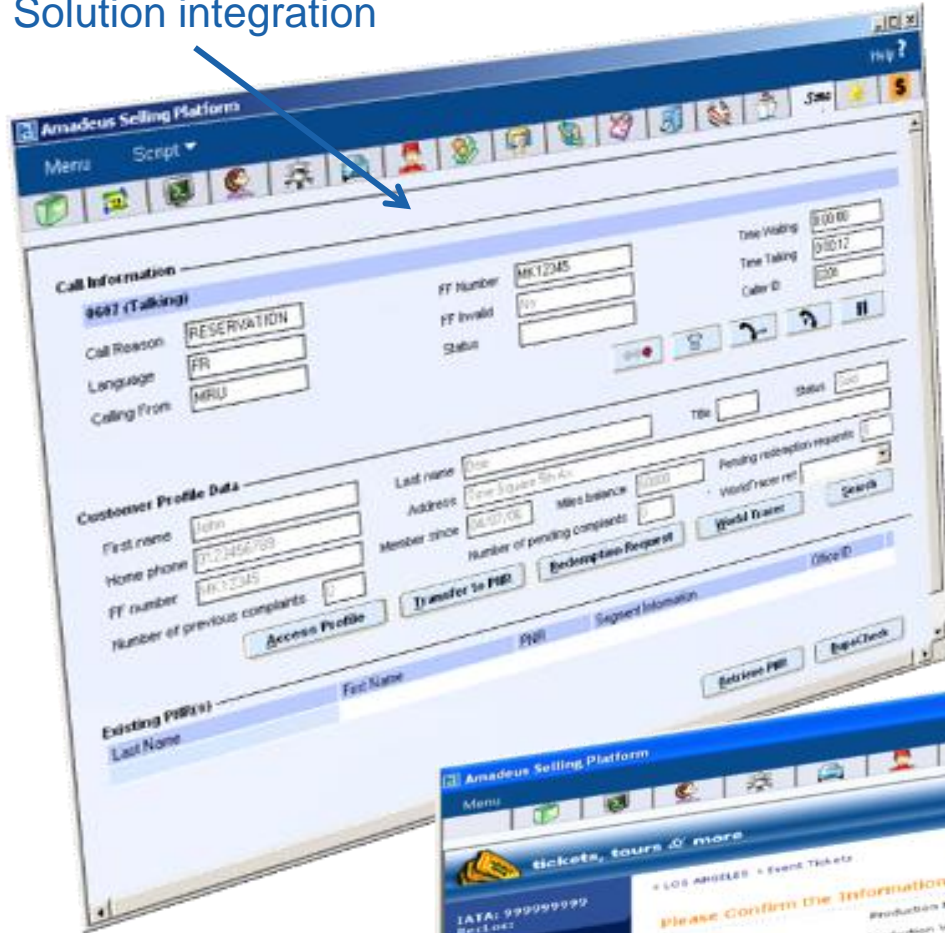
- ▶ **Agent Workspace**
- ▶ **Multi-content Desktop**
- ▶ **Workflows and Automation Tools**
- ▶ **PNR Creation Wizard and PNR Finishing scripts**
- ▶ **Integration of Property Applications**
- ▶ **Call Center Solution**



Key benefit:

- ▶ **Improve agent efficiency and productivity**
 - ▶ **Time Saving, reduce manual errors**
 - ▶ **Standardize processes**
- ▶ **Integration of external and local content**
- ▶ **CTI Integration**
- ▶ **Direct to Mid/Back Office and External Systems**

Amadeus Call Centre Solution integration

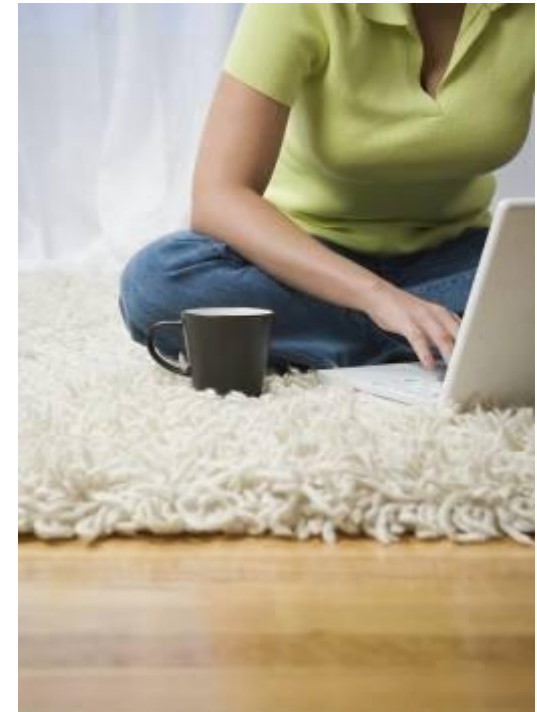


Agent Workspace customization

Multi-content Desktop

Online Solutions

- ▶ **One solution for each of our customers' challenges**
 - ▶ **Transactional Portals**
 - ▶ **Package Engine**
 - ▶ **e-Travel**
 - ▶ E-Travel Management, e-Retail, Amadeus Internet Engine
 - ▶ API/Amadeus Web Services solution
 - ▶ Air-Car-Hotel reservations engine
 - ▶ **Online solutions integration with proprietary applications**



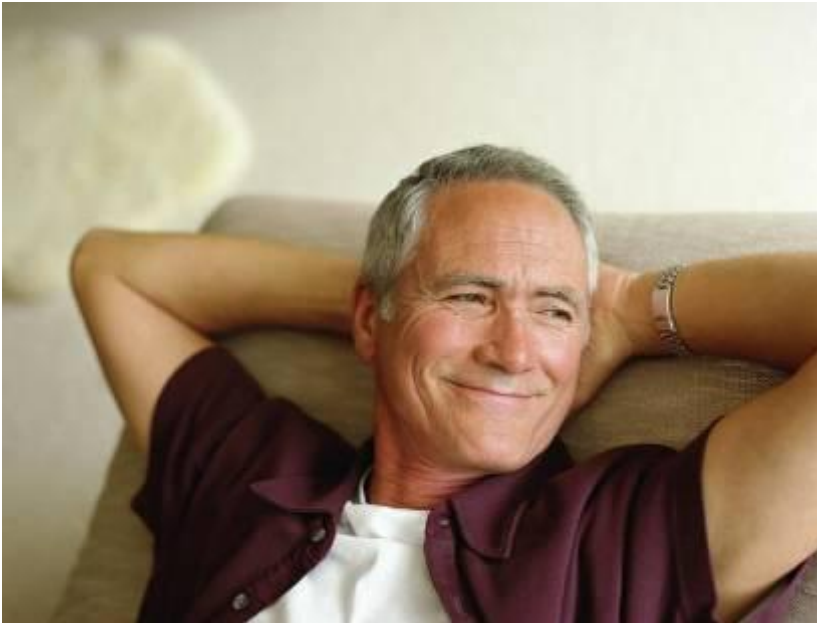
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Online Solutions

- ▶ **Solutions integration:**
 - ▶ **Online solutions integration with proprietary applications such as:**
 - ▶ ERP (Enterprise Resources Planning)
 - ▶ Back office
 - ▶ Payment gateway
- ▶ **Post-implementation consulting:**
 - ▶ **Advises to make changes or improve actual online solutions or just implemented**
 - ▶ **Statistics to measure the success of the Online solutions usage**



Amadeus Mid and Back Office Solutions



**The CESE Centre will customise
and implement the appropriate
Business management solutions
that better fits your business and
Speeds up your productivity**

Our approach to quality work

➤ Plan

Solution workshop

- ▶ Your vision
- ▶ Your business strategy
- ▶ Your business challenges
- ▶ Your business needs
- ▶ High-level process analysis
- ▶ Application mapping

Solution proposal

- ▶ Roadmap for the future
- ▶ Product & Services
- ▶ Deliverables
- ▶ Determined value for you

➤ Deliver

Solution delivery

- ▶ Professionally managed
- ▶ Fast to market
- ▶ At agreed price
- ▶ On time
- ▶ Flexible

Results review

- ▶ Project results
- ▶ Measurable business results
- ▶ Customer satisfaction

➤ Support

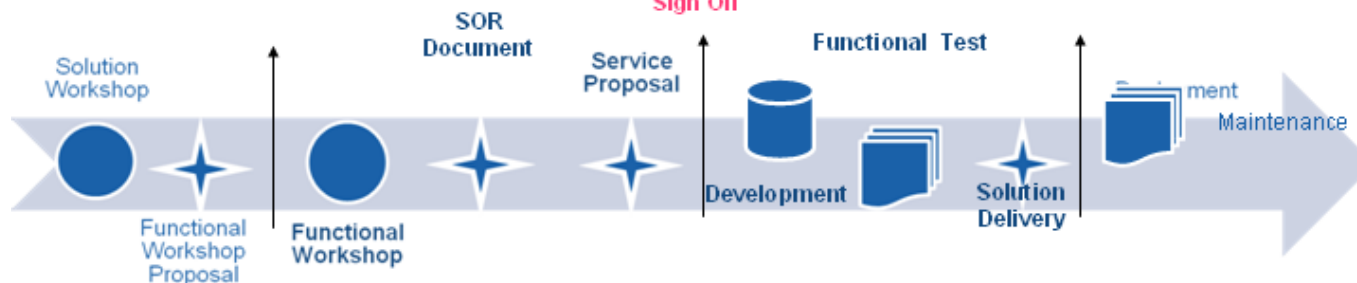
Support philosophy

- ▶ Local support
- ▶ Backup from central teams
- ▶ Agreed service level targets
- ▶ Ongoing consulting



Sign Off

Project Closure





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We are looking forward to working with you!

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Thank You!

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