

So, what captured your interest?
We have many solutions and options
that can help your business grow.
Please contact us to learn more.

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amadeus

Amadeus
solutions
for airport operators

Technology is a game changer for airports

The International Air Transport Association (IATA) predicts that passenger traffic will double by 2037*. This is exciting and presents airports with major opportunities. But that level of growth also puts strain on already stretched airport infrastructure and resources, which in many cases cannot be expanded. Meanwhile, passenger demands are increasing. They expect more personalized trips, convenience at every touchpoint, and most of all, value for money.

How can Amadeus help you respond to this changing landscape? We believe technology will be both an enabler and a game changer.

Amadeus has developed a suite of solutions designed specifically for airports. From the moment a plane lands loaded with passengers, cargo and baggage, Amadeus technology helps you make the most of your capacity and resources. This means

*IATA 20 Year Passenger Forecast

you can service each incoming flight and turnaround every aircraft with maximum efficiency, while offering passengers the best possible experience.

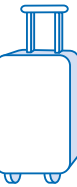
What’s more, our solutions are designed to adapt to your needs, so you can scale up operations and offer your customers innovative, value-added services, while generating new revenues for your airport. So, whether you are looking to future-proof your operations with flexible common use technology to scale up or down operations, or implement centralized invoicing to prevent revenue leakage, our team are on-hand to offer you advice and support 24/7.

In the following pages, you’ll find more details on our solutions which encompass airport management, passenger and baggage processing, connectivity and customer services.



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Passenger and baggage processing

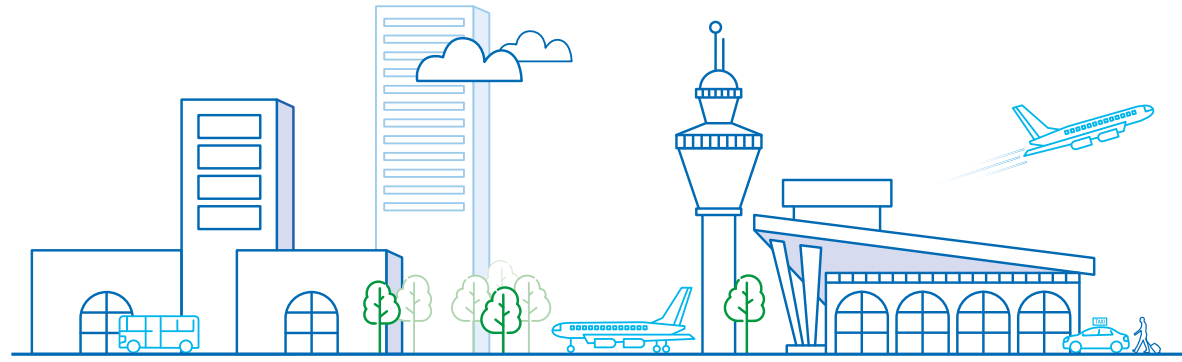
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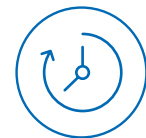
Why Amadeus?



Proven experience and expertise



Amadeus has more than 30 years' experience developing leading technology solutions for the aviation industry. Today, we serve hundreds of airlines, ground handling companies and airport operators across the globe. We also dedicate 15% of our annual revenues to R&D, ensuring you can enjoy cutting-edge systems year after year.



Automation and real-time information



Amadeus' airport solutions deliver information in real-time, giving you instant insight into flight and passenger operations at your airport. All our solutions come pre-integrated, so you won't need to spend additional time and money building interfaces. Instead, you can concentrate on running your business and providing your customers with the best possible service.



Flexibility for your business

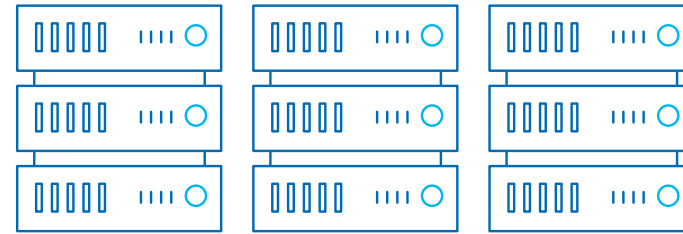


We know that in the airport environment, no two days are the same. That's why we design our solutions to enable you to scale capacity up and down based on demand. So, you can be flexible enough to add resources when needed or to counter disruptions. Then during times of low volume, you can scale back to suit your requirements.



Amadeus Airport Operational Database (AODB)

Essential data sitting at the heart of airport operations



Community model for continual enhancements



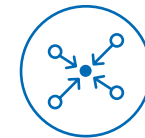
Amadeus AODB is available as a locally-hosted or cloud-hosted solution. Depending on your requirements and existing infrastructure, you can integrate AODB into your own data center, or opt for our centralized AODB which can be accessed via an internet connection. In both cases, Amadeus AODB works on a community model for developments, so the system is continually enhanced.



Automatic feed of all flight schedules



Amadeus AODB holds the schedules of 95% of the world's airlines up to 365 days in advance, giving you long-term visibility on passenger and flight forecasts at your airport. Amadeus AODB automatically receives flight updates via a live information feed. The benefits of this are two-fold. One, you don't have to re-enter flight information. Two, with real-time data, you always have the latest information at hand. What's more, Amadeus AODB is A-CDM compliant. This means that the information held in the database can be shared with multiple airport players, providing a common situational awareness of airport activities, which helps inform collaborative decision-making.



Integration with other business applications

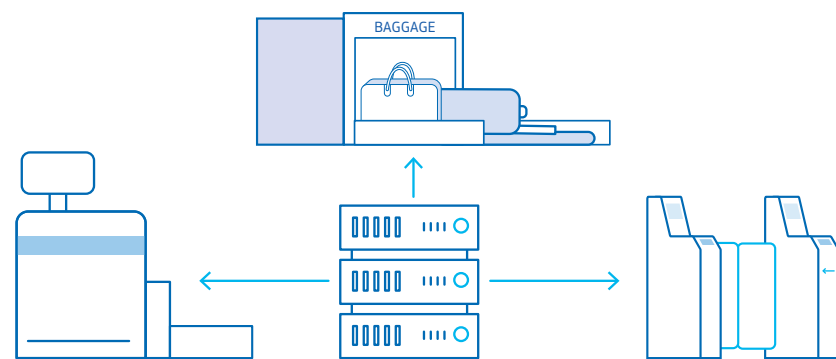


Amadeus AODB integrates seamlessly with other business applications, giving you a centralized view of operations across the airport. This includes passenger processing, baggage reconciliation, flight operations, staff and equipment resources, hub management and billing. Information feeds are shared in real-time between applications, removing the need to manually update data.

Amadeus AODB uses **real-time information from flight schedules** to help automate operational planning and optimize resources.

Amadeus Fixed Resource Management System (F-RMS)

Maximize the usage of your fixed resources



Allocate resources to match your focus



Achieve your operational objectives with multiple weighted KPIs supported by business rules. Your KPI could be to maximize passengers at contact stands or to reduce costs by minimizing towings. Or, you may want to allocate resources to meet the preferences of stakeholders such as airlines and ground handlers.



Optimize resources to match demand



Amadeus F-RMS lets you maximize the use of your existing resources by determining the best possible allocation based on multiple weighted KPIs. For example, you could compute the optimal resources for check-in counters, based on demand rules and passenger profiles to meet your Service Level Agreements (SLA).



Get an overview of 1 day or 12 months



Pulling information directly from the AODB, Amadeus F-RMS gives you a high-level overview of seasonal schedules and any resource constraints up to 12 months in advance. This provides a platform for continual business improvement as you can optimize planning ahead of time.



Make decisions with real-time information



Flight updates from the AODB are processed in real time in Amadeus F-RMS. This provides visibility on the impact flight changes may have on operations, by highlighting any conflicts or violations. Decision support tools also help resolve resource allocation issues by presenting KPI-driven options, indicating how any changes will impact your business objectives.



Intuitive interface to reinforce collaboration



Amadeus F-RMS features an easy-to-use interface to maximize productivity and minimize training. The Gantt chart view provides a full situational awareness of all resource allocations, enabling quick and decisive action to avert conflicts. In addition, a flexible optimizer tool allows you to define business rules and set up weighted KPIs.

Maximize the usage and value of every fixed resource, with plans designed to meet your KPIs.

Amadeus Flight Information Display System (FIDS)

Enhance operations with timely information for passengers

11:30 BERLIN TU 4709
12:45 SINGAPORE UA 6385



Keep travelers informed and up-to-date



The moment passengers enter the airport terminal, they need to know which check-in counter to go to, what gate has been assigned for their flight and if there are any schedule changes, such as a delay. The airport information screens are essential touchpoints, keeping passengers up-to-date and getting them to the right departure gate on time. Amadeus FIDS is our flight information display solution which lets you communicate this important information in real-time.



Easy to configure and customize



Amadeus FIDS can be configured to multiple languages and handles all types of display formats including LCD or LED boards, plasma and TFT monitors. You can also customize the color and layout of your airport screens, so they are personalized to your airport. Amadeus FIDS includes a dashboard tool giving airport managers a centralized view of the status of all screens around the airport.



Automatic updates from the AODB



Amadeus FIDS pulls flight, gate and baggage belt information directly from the airport operational database, sending live updates to your airport screens as they occur. Authorized users can also access the Web-Based Staff Terminal system (WBST) to perform additional functions such as opening and closing a gate or setting the baggage status.



Generate advertising revenues

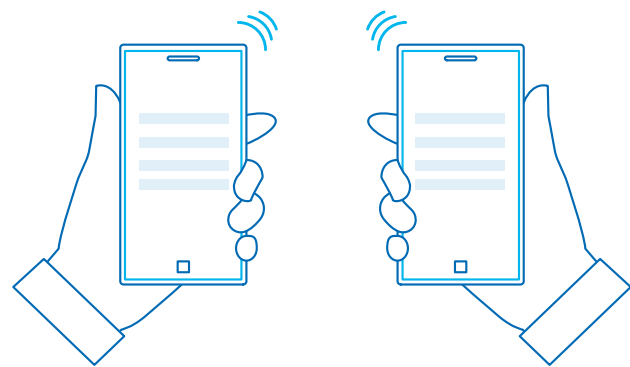


Flight information screens have a captive audience. They are the perfect place to display promotional content such as tourist information or retail adverts, generating an additional revenue stream for your airport.

Display flight, gate and baggage information on your airport screens, **while earning advertising revenues.**

Amadeus Airport Collaborative Decision Making (A-CDM) Portal

Take informed decisions with shared data



Common situational awareness



Amadeus A-CDM Portal provides you and your airport partners with shared data on flights, passengers and other operational activities. Using the same information portal, your airport staff, airlines and ground handlers can have a common situational awareness of activities taking place landside and airside. This makes it possible to take informed decisions and adjust planning when required.



A data sharing tool for airports



With Amadeus A-CDM Portal, you can view the status of each activity based on real-time data. Any irregularities are flagged on the dashboard, so you can drill down into more granular views, assess the situation and decide on a plan of action in collaboration with your airport partners. For example, if an incoming flight is delayed, you can inform all turnaround operations so that the correct resources are allocated to manage the aircraft and passengers as efficiently as possible. Working in partnership helps minimize any disruption, keeping airlines and passengers happy.



Gain a real-time view of the airfield



Not only does Amadeus A-CDM Portal assist you with decision-making within the terminal, real-time flight data combined with radar integration offer you a detailed view of the aprons and runway, so you can track aircraft positions in the airfield. This helps you optimize departure sequencing and maximize runway capacity. This feature is also available in Amadeus AODB.



Manage access and security

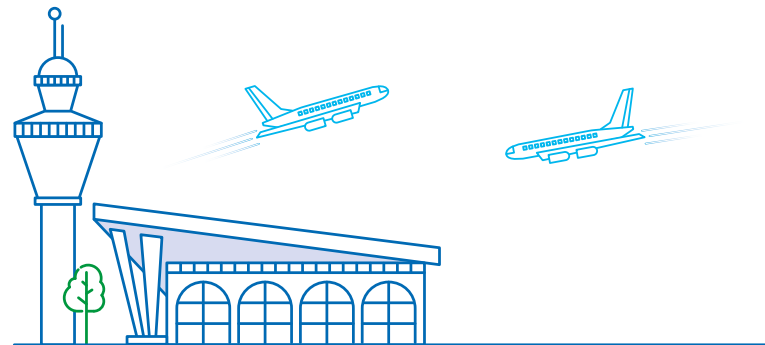


Amadeus A-CDM portal is designed so that you can provide controlled access to those using the tool based on their roles and responsibilities. Activities are allocated based on pre-defined rules, so you can collaborate with airport partners and share relevant information, while ensuring data security.

Amadeus A-CDM Portal provides a shared view of operational activities using **real-time data**, so land and airside operations can be planned more efficiently.

Amadeus Sequence Manager

Optimize departures and maximize runway capacity



Optimize flight departure planning



Many factors can impact the take-off schedule: a late passenger, de-icing requirements, off-loading a bag or bad weather. Amadeus Sequence Manager gives you visibility on all aircraft and their readiness to depart, so you can sequence each plane from the apron to take-off in the most efficient way. In doing so, you reduce congestion on the airfield and with less taxiing and waiting time, this lowers fuel consumption and limits CO2 emissions. Amadeus Sequence Manager also enables real-time data exchange with Eurocontrol via webservice, complying with the iSwim initiative from Eurocontrol.



Help airlines meet their OTP targets



For your airline customers, on-time departure is a key performance indicator. It's important to their passengers and essential to managing costs. Amadeus Sequence Manager uses sophisticated optimization algorithms to calculate the Target Start-Up Approval Time (TSAT) for each departing flight, integrating multiple parameters such as de-icing, resource availability and runway capacity. Using intelligent sequencing, rather than 'first-come, first-served', you can reduce slot wastage and get more aircraft departing on time.



Collaborate with your airport partners



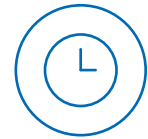
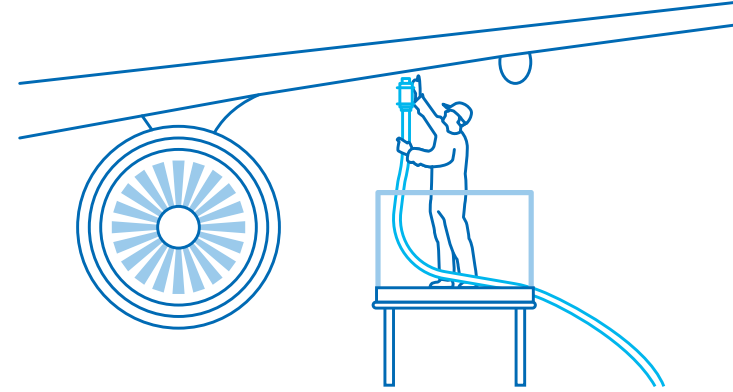
Amadeus Sequence Manager uses real-time data to provide your airport partners with a shared situational awareness of airport activity, so that flight departures are sequenced based on joint business objectives. It is also fully compliant with Eurocontrol's Collaborative Decision Making (CDM) standards. These focus on people, collaboration, cost efficiency, capacity, quality, performance and the environment, to deliver best-in-class innovations in air traffic management.

Optimize the order in which flights depart from their stand, helping to **unlock runway capacity and improve departure punctuality.**



Amadeus Turnaround Manager

Faster, more efficient flight turnarounds



Real-time view of flight activity at your airport



There are many activities that require perfect synchronization for an aircraft to depart on time. Whether it's check-in, boarding, cleaning or catering, every task must be monitored and completed in the right order. Amadeus Turnaround Manager uses data from the AODB to provide you with a real-time view of flight arrivals and departures. If changes occur, you can adjust turnaround planning, making sure the right services are in place to achieve a prompt departure.



Monitor, measure and react



Amadeus Turnaround Manager uses a Gantt display which makes it easy to view and manage operational activities across the airport. You can monitor the progress of each turnaround task and measure performance in real-time, based on pre-defined business rules held in the system. Anything that isn't going to plan is automatically flagged, so you can take any necessary action to get the turnaround back on track. A proactive approach to managing even a small delay can keep ground operations running more efficiently.



Access anywhere, on any device



With Amadeus Turnaround Manager, ground operations staff can access the turnaround application from their workstation or mobile device. As each activity is completed, they update the status and send the information through to the central application, giving you a live view of each stage of a flight turnaround. What's more, Amadeus Turnaround Manager integrates with business intelligence tools to provide you with KPI measurements.

Amadeus Turnaround Manager lets you monitor each turnaround stage, forecast any delays and **take practical action** to minimize disruption.



Amadeus PROPworks®

Your contract and billing solution



Tailored to your needs



Amadeus PROPworks has been designed specifically for airports, so you can manage all your contracts, billing and invoicing in one place. If you are already using another contract or billing system, you can integrate Amadeus PROPworks to cover any missing functionalities. It's completely adaptable and flexible to your needs.



Accurate billing



No charging scheme is too complex for Amadeus PROPworks – a solution which has been designed to record and bill every service you provide. This means you can capture all revenue streams – concessions, ground transportation and aviation – as each activity is accurately tracked. You can even use real-time flight data from the AODB to bill for aircraft services. This is especially important when changes to ground services are required at short notice, such as a larger aircraft arrival or specific passenger requests.



Customized configuration



You need a solution that can be configured to your airport operations. Whether it's customizing the system language to match the terminology you use, configuring the billing engine to handle complex equations, or defining how you will monitor the status of your airport spaces. Amadeus PROPworks is your business management system which you can reconfigure when you need to, with no additional R&D costs.

Handle all your service contracts, billing and invoicing with a revenue management application that is fully customizable to your needs.

Amadeus Airport Common Use Service (ACUS)

A flexible, scalable and mobile common use solution



Common use made easy



Amadeus ACUS is the industry's first, centralized, common use platform. The airline DCS applications that are used at your airport are centrally hosted and maintained by Amadeus on the ACUS platform, removing the need for costly, local infrastructure and system upgrades. What's more, you can connect to Amadeus ACUS via any web-enabled device, making it quick and easy to operate.



Manage passenger processing anywhere



Amadeus ACUS is designed to drive flexible passenger processing at your airport. Using our hardware, thin clients, laptops or your own workstations, you can take Amadeus ACUS anywhere. For example, you can set up temporary check-in counters quickly and easily to cope with peak demand. Or move check-in and baggage-drop outside the airport to offer passenger services at other locations, such as hotels, events, conventions, railway stations or cruise terminals. And if a disruption forces you to close a terminal, you can easily re-locate passenger processing to a different setting and continue operations.



Scale your operations as needed

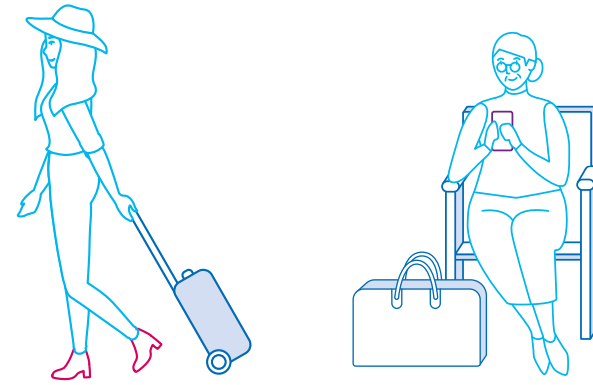


Previously, when an airline wanted to operate a new route in/out of your airport, it would have to build and maintain a connection between the airline's DCS and your airport's common use infrastructure. However, if you use Amadeus ACUS, agents can access the airline DCS app directly on the common use platform and start managing flights. It's that easy. You can also take the portable ACUS Mobile to smaller airports or seasonal destinations, where you only require passenger processing at specific times of the year.

With Amadeus ACUS, you can handle passenger processing on and off the airport.

Amadeus Baggage Reconciliation System (BRS)

Track luggage all the way to the aircraft



A solution to reduce misplaced bags



Lost luggage is hugely expensive for the aviation industry. It's frustrating for passengers and can leave a poor impression of both the airline and the airport. To help address this, IATA has introduced Resolution 753 making it compulsory for luggage to be tracked at multiple points in the journey. Amadeus Baggage Reconciliation System (BRS) is an automated track and trace solution which can help your airport reduce the number of misplaced bags. It also supports airlines in becoming IATA-compliant.



Easy to implement across multiple sites



With Amadeus BRS, there is no expensive infrastructure to install. All you need is an internet connection to access the application and scanners to scan the bags as they move around the airport. What's more, once you have configured Amadeus BRS at one airport, you can easily deploy it at other airports you operate. We host, maintain and update Amadeus BRS, making sure you have access to the latest product upgrades instantly and at no additional cost.



100% baggage and passengers reconciliation



From check-in to arrivals, each time a piece of luggage is scanned, real-time information on its location is uploaded to Amadeus BRS and shared amongst your airport agents. Amadeus BRS tracks both passengers and their luggage in tandem, alerting you if a bag or passenger does not reach the aircraft in time for departure. Whether you are using Amadeus BRS with Altéa, or in conjunction with another DCS (via our generic API), Amadeus BRS indicates to load controllers exactly where to locate the bag, so it can be quickly removed from the aircraft. This enhances security, reduces delays and helps improve flight turnarounds.

Passengers expect their luggage to be on the carousel when they arrive at their destination. With Amadeus BRS, you can make sure this happens.



Amadeus Passenger Verification

Verify each passenger with 'scan and go' technology



Automate security checks



For all passengers, whether they have obtained their boarding pass at the check-in counter or used a self check-in service (such as home print or mobile), the airport security checkpoint ensures that every traveler undergoes the same, essential security checks before being authorized to go airside. Amadeus Passenger Verification has been developed to automate this process for you.



Simply scan, validate and go



When a passenger's boarding pass is scanned at security, Amadeus Passenger Verification starts performing a series of checks. Is the passenger using his/her unique boarding pass? At the right airport, on the right day? For Altéa airline passengers, extended checks are performed. For example, you are alerted if the passenger is too early/late for the flight, and the solution also cross-checks airline watchlists to make sure every passenger is eligible to fly.



Real-time passenger information



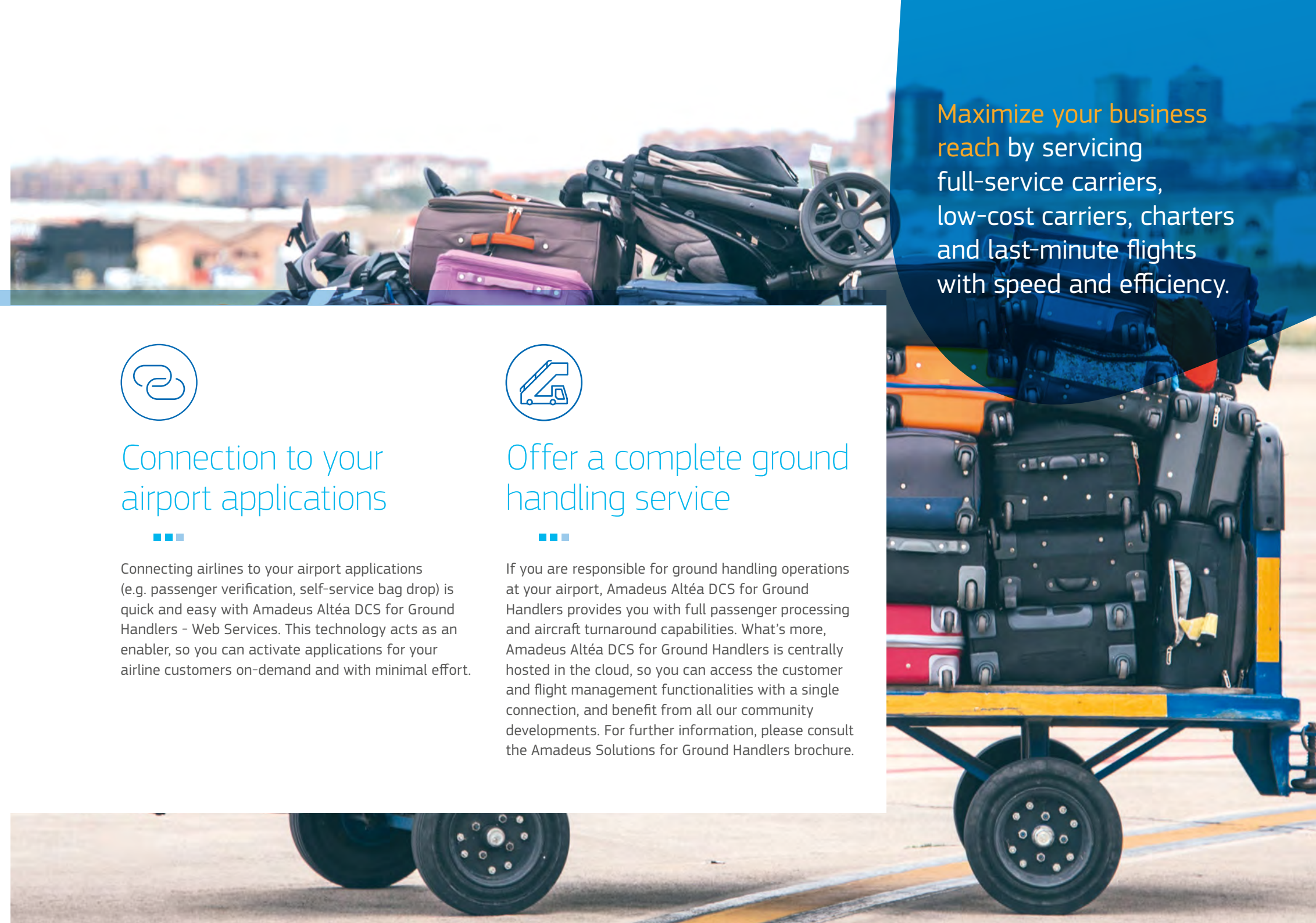
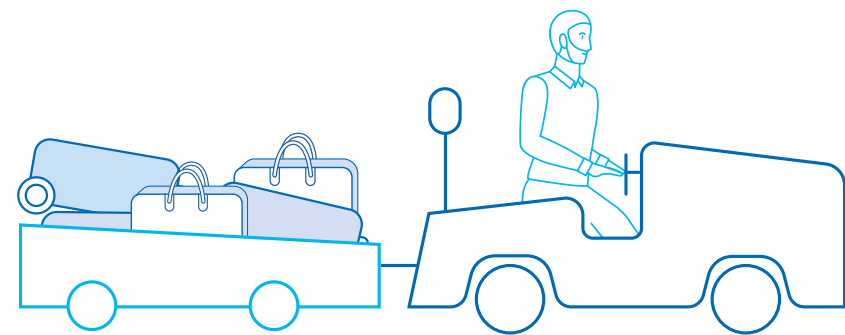
Amadeus Passenger Verification provides real-time information on the location of passengers, by tracking their movement each time their boarding pass is scanned. This helps your airline customers take important decisions. For example, the airline may decide not to hold a flight if they know a passenger has yet to clear security. Or if a VIP passenger is in the departure lounge, the airline can make a final announcement before closing the gate.

Strengthen security processes,
speed up queues and clear verified
passengers to go airside so flights
can depart on-time.



Amadeus Altéa DCS for Ground Handlers

Be more responsive with an agile and scalable DCS solution



Maximize your business reach by servicing full-service carriers, low-cost carriers, charters and last-minute flights with speed and efficiency.



Your back-up DCS to keep operations on-track



The majority of your airline customers may already have a DCS to manage passenger check-in and boarding, either themselves or via a ground handling operator at your airport. However, there may be occasions when the airline DCS is under maintenance or unexpectedly shuts down. In these cases, it makes sense to have a back-up solution to keep passengers and flights moving. Amadeus Altéa DCS for Ground Handlers can be installed at your airport so you can process airlines whose DCSs are temporarily out of use.



A solution for smaller airlines and charters



The dynamics of the airport ecosystem require you to be flexible and accommodating. As well as welcoming large airlines to your airport, Amadeus Altéa DCS for Ground Handlers lets you offer smaller airlines and charters which don't have their own DCS, a solution to manage passenger processing and flight turnaround activities. This is an important value-added service which can help you attract new carriers and generate additional airport revenues.



Facilitate 'common' check-in



Another instance when your airport needs to be as agile as possible is when there is congestion, which may be caused by an unexpected influx of passengers or a disruption. Amadeus Altéa DCS for Ground Handlers lets you respond by opening common check-in facilities so that you can process passengers for multiple airline customers, from the same workstations. This includes Altéa and non-Altéa airlines – accounting for over 600 of the world's airlines.



Connection to your airport applications



Connecting airlines to your airport applications (e.g. passenger verification, self-service bag drop) is quick and easy with Amadeus Altéa DCS for Ground Handlers - Web Services. This technology acts as an enabler, so you can activate applications for your airline customers on-demand and with minimal effort.



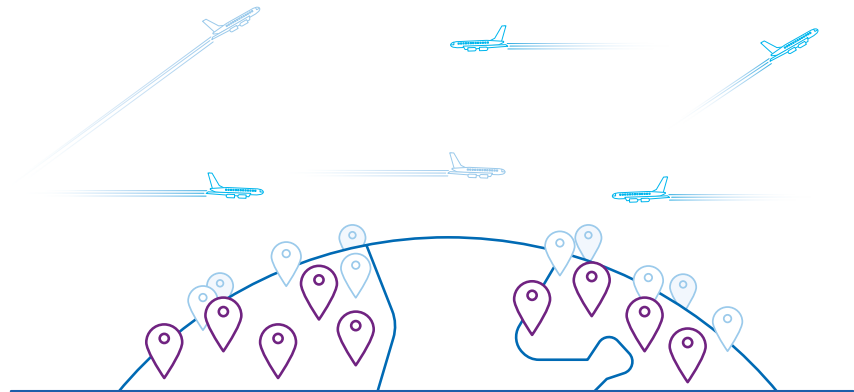
Offer a complete ground handling service



If you are responsible for ground handling operations at your airport, Amadeus Altéa DCS for Ground Handlers provides you with full passenger processing and aircraft turnaround capabilities. What's more, Amadeus Altéa DCS for Ground Handlers is centrally hosted in the cloud, so you can access the customer and flight management functionalities with a single connection, and benefit from all our community developments. For further information, please consult the Amadeus Solutions for Ground Handlers brochure.

Amadeus Airport Link

Connecting you to Amadeus



Secure, reliable connectivity



Amadeus Airport Link connects to the Amadeus data center to access the applications you need to manage your airport operations. We have built a full range of data connectivity solutions, designed to support all our customers – from the smallest regional airport, to the largest international hubs. What's more, our global network is built using the most advanced communication links, so you can be assured of a secure, reliable data exchange.



Scalable and cost-effective



Amadeus Airport Link offers you a range of cost-effective connectivity options, helping to reduce your telecommunication costs. In addition, our solutions are fully scalable, so as you grow, your systems can too. You will also benefit from the dedicated support of the Amadeus Network team, who can offer you expert advice when selecting the right connection for your airport.

Which Airport Link solution works best for you?

You can select from the following connectivity options based on your current infrastructure and needs.

Amadeus Airport Link – Internet VPN

This is a flexible, cost-effective option that is quick to install and simple to maintain. It uses your existing internet access to connect to Amadeus data services.

Amadeus Airport Link – Internet VPN+

This option is an upgrade of Internet VPN and is typically used to support critical operations. Amadeus provides and manages equipment at both ends of the connection.

Amadeus Airport Link – Managed WAN

This is a managed WAN solution where Amadeus provides a dedicated line. It supports the full range of Amadeus services and is suitable for airports which require high availability and resiliency.

Amadeus Airport Link – Managed WAN+

For this option, Amadeus provides two dedicated lines. This is suitable for airports using multiple Amadeus services and who have very high availability and resiliency requirements.

Amadeus Airport Link – Network Hosting

Also known as Colocation Services, Amadeus hosts the line termination and customer network equipment on Amadeus premises.

Custom Solutions

If you have specific connectivity requirements which cannot be met by the above solutions, Amadeus can work with you to develop a custom solution for your airport.

Benefit from a more reliable connection,
minimizing the risk of disruptions due to
communication failure.

Amadeus Customer Services

Learning services and IT support, whenever you need it



A range of training options



We provide a range of learning services to make sure you have the tools and knowledge you need to get the most from your Amadeus solutions. On-site, instructor-led training is available for all our products, and we offer e-learning classes and online modules for select solutions. You can also choose our train-the-trainer courses to develop the in-house expertise you need to train your own end-users. What's more, our training documentation is regularly updated, ensuring you always have access to the latest product guides and demonstrations.



Technical support 24/7



To respond to your requests for technical support, we have IT specialists on-hand 24 hours a day, 7 days a week, in every corner of the globe. Our helpdesk staff are highly trained to deal with your queries quickly and efficiently, so that you can get back to your business with minimal delay.



Access via our online service portal



The Amadeus Service Hub is your one-stop shop to access self-service tools, learning support videos and comprehensive written material on our products and solutions. Search filters make it easy to locate the information you need, and you can access the portal from any web-enabled device. We welcome user feedback to ensure we keep our content relevant to your needs.

Our dedicated instructors, e-learning courses and knowledge hub **equip you with the skills and product information you need**, when and where you need them.