

Amadeus Disruption Management

Regain control

AMADEUS

 Airport closed **3 hours**
50 flights impacted
5,000 PNRs
8,000 passengers

Amadeus Schedule Recovery **30min.**

Amadeus Passenger Recovery **40min.**

Solution found for all passengers within **70 minutes**

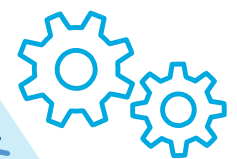
1 Operation Control Centre
end-to-end visibility



+Airline KPIs



2 Amadeus Schedule Recovery



Customer service
Operational costs
Schedule integrity
Crew connections
Time
Revenues
Rebooking costs
Overnight costs
Merchandising
Passenger revenue
Passenger value
Loyalty score

Optimiser

Amadeus Passenger Recovery



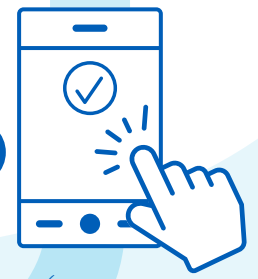
+other airlines' availabilities

Satisfied customer



- Digital
- Airport agent
- Self-service

Reaccommodated passenger notified **4**



Recovery Plan
Reschedule, Rebook, Reissue, Re-route bags, Re-accept on DCS
(Departure Control System) based on each passenger profile



Constraints

- Customer service
- Air traffic control
- Ground handling
- Maintenance
- Planning
- Crew

Review