

Amadeus Schedule Recovery

Raising the BAR for Airline Operations

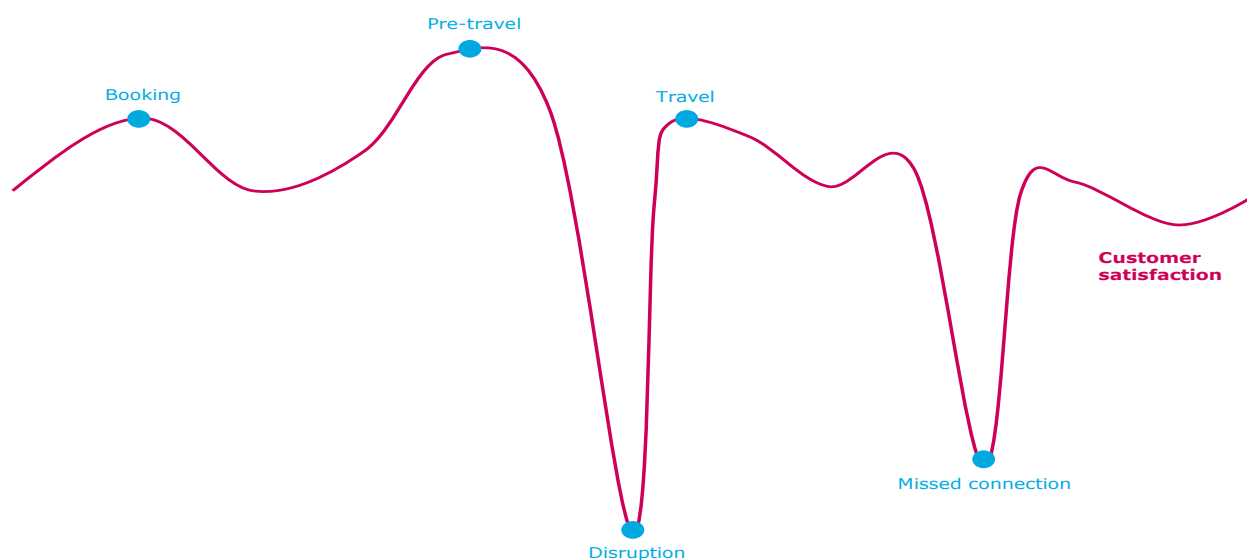
Amadeus Schedule Recovery empowers airlines **to make the most profitable and operationally efficient decisions** at points of disruption, whilst ensuring the best customer service level possible. The integrated technology drives real performance by giving your airline complete visibility over how your decisions will impact your entire organisation.

Built with an intelligent recommendation engine, this customisable solution ensures that your airline improves its on-time performance and monitors its most important KPIs.



Excelling in moments of truth

Paradoxically, disruptions present airlines with opportunities to drive loyalty amongst their customers. By consistently responding in the quickest and most efficient way, airlines can build trust with their travellers. However due to the size and complexity of operations, airlines face a number of challenges in being able to respond effectively:



CHALLENGES:

Lack of visibility

With a weak integration of core airline systems and third party systems, airlines are unable to see the true impact of their decisions across their organisation.

Complexity of variables

Each moment of disruption is dependent on hundreds of variables. Considering each one increases the amount of time it takes to make decisions resulting in a response that is not the most effective.

Speed of change

Airlines are up against the clock in moments of disruption. They are challenged with the need to respond as quickly as possible, whilst dealing with a constantly changing environment.

These challenges can be extremely costly. Airlines face both direct costs with disrupted passengers and operational inefficiencies, as well as indirect costs with potential loss of future revenue.

Raising the BAR

Amadeus Schedule Recovery redefines how airlines perform in moments of disruption. Using the very latest technology, the solution helps your airline raise customer experience to a new level.



Our integrated technology delivers a comprehensive solution, bringing together different data feeds from internal and third party systems, onto one single intuitive display, so that users can make the right decisions for their customers and their organisation.

Designed around 3 key principles, the solution drives commercial and operational performance:

Best

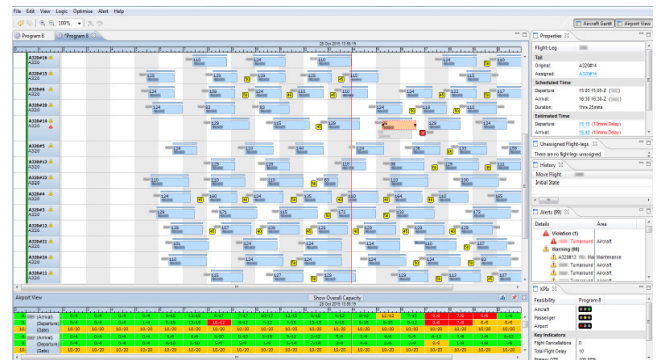
Every airline is different. Amadeus Schedule Recovery solution is fully customisable around your most important KPIs. This ensures that every decision and recommendation is the 'best' for your airline and is specific to your needs.

Active

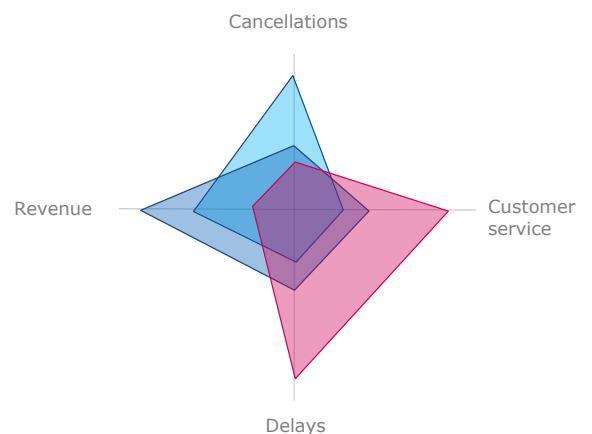
The solution has been intuitively designed to direct users to where their attention is most needed. Alerts prompt them at the right time to make the right decisions for their airline. The information is in real time and is constantly active, giving users visibility over the operations of the entire airline.

Recommendation

Using advanced algorithms, Amadeus Schedule Recovery assesses every variable and constraint, to provide a set of optimal recommendations. The solution actively prioritises the most important KPIs, to ensure both short term and long term gain.



Gantt Chart



Scenario 1 Scenario 2 Scenario 3

KPIs Comparison

The sum of parts

Airlines collaborate with a number of partners in order to deliver a consistent and efficient service. This means designing a solution for disruption requires an understanding of the wider ecosystem.

In it together

We are true believers that your success will drive our success and together we can shape the future of travel. We understand that moving to a new operations control solution can be challenging. Therefore, our approach to Amadeus Schedule Recovery is about real partnership. We will work alongside you to make sure every step taken is the best for your airline.

Our 360° presence across the travel industry allows us to bring all the expertise required. This ensures that our solution takes into consideration every variable when making the right decision for your airline.

With expert knowledge of:

- > Airline operations
- > Airports
- > Ground handlers
- > Passenger servicing systems
- > Data analytics
- > Revenue management
- > Departure control

“At Qantas, we take the impact of disruptions on our customers very seriously. The Amadeus solution helps reduce the number of and length of delays, whether due to excessive traffic, operational delays, or weather conditions, leading to an overall improved experience for travellers. Amadeus has developed a product that improves our efficiency and speed to ensure any delays to our services are minimised.”

Paul Fraser,
Head of Operations at Qantas

How you benefit

Benchmarks with major global airlines have proven that Amadeus Schedule Recovery offers the opportunity for multi-million financial business benefits.

- 1 Improved schedule reliability**
With optimal recommendations, Amadeus Schedule Recovery reduces flight delays
- 2 Heightened customer experience**
By placing the customer at the heart of operational decision-making
- 3 Better resource utilisation**
Business intelligence dashboards enable tracking of long term trends and identification of efficiency improvements
- 4 Operational efficiencies**
Taking into consideration all variables, the solution recommends the optimal and most efficient decisions
- 5 Protection of revenue**
Identifying and prioritising your most valuable passengers
- 6 Shared decision-making**
All stakeholders have access to the same solution enabling seamless collaboration
- 7 Accessible reporting**
All information and performance tracking easily accessible via the internet on any device, including mobile

Find out more:

For further information, visit amadeus.com/travelintelligence or contact your Amadeus Account Manager today.