

Chapter 03

## Air IT Solutions



# Air IT

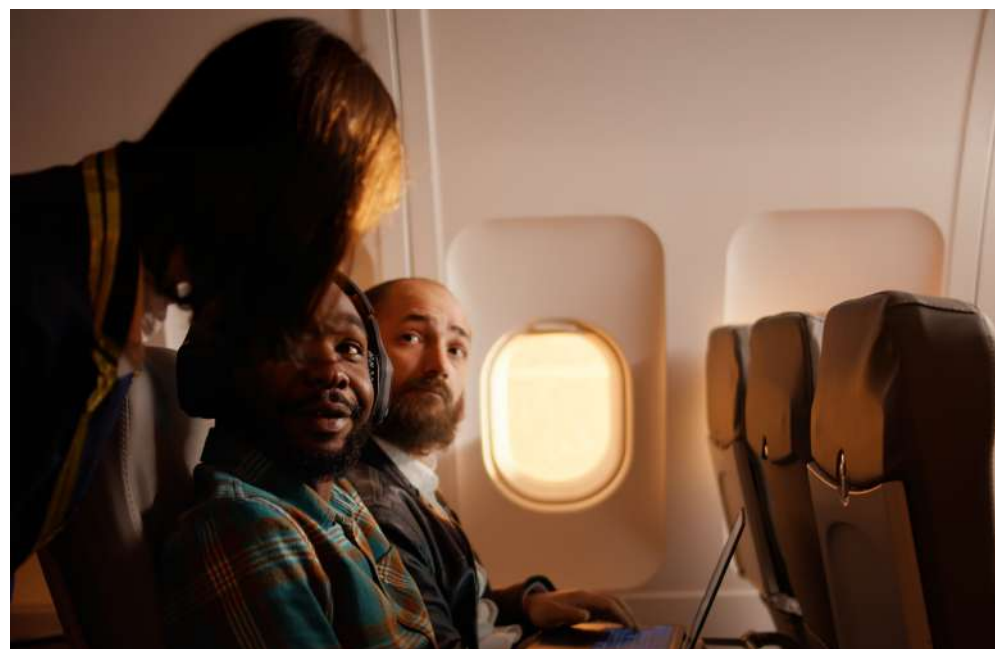
Amid macroeconomic uncertainty, volatile fuel prices, evolving traveler expectations, and growing regulatory and sustainability demands, airlines are presented with a powerful challenge to reimagine and strengthen their operating models.

To compete and grow, airlines are looking to unlock new revenue streams while driving structural cost reductions. This includes modernizing retail—effectively transforming how travel is planned, priced, distributed and delivered; simplifying payments; and streamlining operations—all while elevating

the traveler experience at every touchpoint.

Amadeus is a trusted partner to airlines of all shapes, sizes and business models, helping them to realize their objectives with a comprehensive and integrated solutions portfolio, bringing together capabilities, services, partners, and technologies.

Our solutions for airlines are designed for AI, combining proven machine learning benefits with new generative and agentic AI capabilities in areas like booking, servicing and revenue management.



GRI 2-6

## Evolution of passengers boarded

In 2025, Amadeus’ passengers boarded increased by 3.8%, supported by the continued expansion of global air traffic. The fastest-growing regions were Central,

Eastern & Southern Europe (+7.6%), Asia-Pacific (+6.9%) and the Middle East & Africa (+6.8%). North America was impacted by a soft performance from some of our customers in the region, as well as a moderation in domestic air traffic growth in the US. Passengers boarded growth accelerated quarter-on-quarter across most regions.

Amadeus’ passengers boarded by region (millions)	Full year 2025	% of total 2025	Full year 2024	% of total 2024	Change
Western Europe	712.2	31.7%	690.6	31.9%	3.1%
Asia-Pacific	712.2	31.7%	666.2	30.8%	6.9%
North America	360.6	16.0%	374.8	17.3%	(3.8%)
Middle East & Africa	216.7	9.6%	202.8	9.4%	6.8%
Central, Eastern & Southern Europe	126.5	5.6%	117.6	5.4%	7.6%
Latin America	120.4	5.4%	114.0	5.3%	5.6%
<b>Total</b>	<b>2,248.6</b>	<b>100%</b>	<b>2,166.1</b>	<b>100%</b>	<b>3.8%</b>

# Making airline retailing a reality, at scale



Medium-low impact



During 2025 several airlines accelerated their transformation to traveler-centric retailing with Amadeus. Air France–KLM partnered with Amadeus to usher in a new era of airline retailing, powered by Amadeus Nevio—our AI-native solution designed to transform the traveler experience.

Air France–KLM will replace traditional standards like tickets, Passenger Name Records (PNRs) and Electronic Miscellaneous Documents (EMDs) with a flexible Order Management System—delivering a single, unified travel record for each booking.

This partnership positions Air France–KLM for the future, enabling personalized offers and responsive servicing that enhance the passenger experience.

GRI 2-6

“Our move to modern airline retailing is a key pillar in our commercial strategy. By leveraging the power of next-generation retailing systems, we’ll continue to elevate the customer experience. This partnership with Amadeus will allow our customers to track the entirety of their travel in one accessible order, receive more personalized offers that reflect their diverse needs, and do more self-servicing. I’m confident that we’ll be able to deliver this vision in the years ahead in close collaboration with Amadeus, a long-trusted technology partner.”

● **Angus Clarke**  
Former Executive Vice President and Chief Commercial Officer, Air France–KLM Group

## New era of fully connected travel: Finnair and Saudia begin to process Orders

The International Air Transport Association (IATA)’s ONE Order standard became a reality during 2025 as two leading airlines began to process Orders live in production with Amadeus technology.

The shift from traditional PNRs, EMDs and e-tickets to unified Orders opens the door to a host of passenger benefits, including an improved purchase experience with options to combine different flights, with different airlines, for different passengers, in the same single Order, and the ability for groups to easily split the bill.

Unified Orders facilitate more responsive service recovery, with airlines able to

automatically propose new options for accommodation, car rental, and other services, and to update the Order during disruptions. Together with advances in delivery management, this means that a single journey pass can now replace multiple confirmation emails for passengers.

In May, Finnair became the first airline in the world to natively create Orders according to IATA’s specifications.

“Creating the first native airline Order was a significant milestone for Finnair, and by introducing Offers and Orders, we’re setting the foundation for the future of airline retailing. With these technological developments, we aim to make our customers’ journeys with us even smoother and fully connected. This is only the first step, but a major one, and I look forward to what the future will bring.”

● **Tiina Vesterinen**  
Former Vice President Digital Customer and Revenue, Finnair

In July, Saudia also began to work with Orders—using our smart bridging capabilities to translate traditional records from its existing Amadeus Altéa® Passenger Service System (PSS) into single Order records in Saudia’s new Amadeus Nevio environment. The move lays the foundation for flexible offers, tailor-made pricing and fully digital servicing.

“Saudia is committed to delivering the highest standard of guest experience, and technology innovation is crucial to this objective. Moving to single Orders means we can gain a better understanding of our guests, what they’ve purchased from us, and our partners across the entire journey. Orders are the foundation for a more connected travel experience.”

● **Arved von zur Muehlen**  
Chief Commercial Officer, Saudia



## Finnair and Amadeus: delivering the industry's first ancillary bundles

In September, Finnair led the industry to another retailing milestone with the availability of “ancillary combos.” Built with Amadeus technology, Finnair’s passengers can now buy better-priced ready-bundled ancillaries, like seat selection and internet access, on Finnair.com.

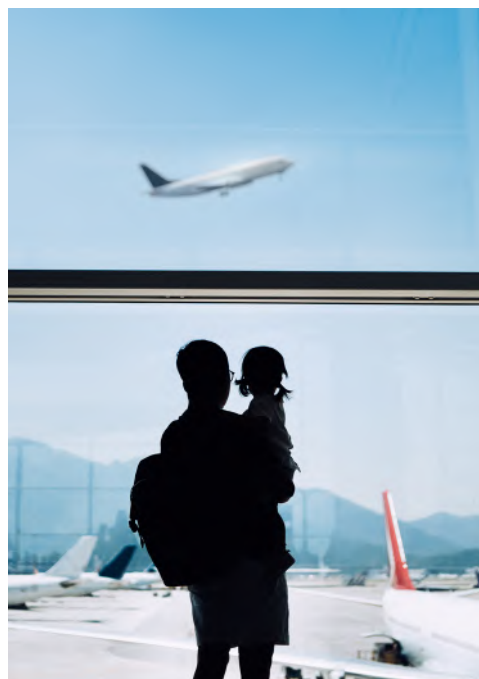
Made possible by the airline’s move to Orders, ancillary combos represent the first time IATA modern retailing standards have been used to bundle different services. The airline is now working to create a wide variety of ancillary combos with their Amadeus Nevio product catalog, including meal options, priority services, baggage allowance, and lounge access.

“We’re extremely excited to be the first ones in the industry to take this concrete step and introduce the first ancillary combo (bundles) to our customers. In the future, dynamic product bundling will give customers more control and choice. For an airline, this means an enhanced ability to personalize offers and improve the customer’s purchase experience.”

● **Antti Kleemola**  
Chief Digital Officer, Finnair

In December, Finnair successfully activated the full Offer-and-Order-based retailing flow with Amadeus Nevio. Now, every flight search and booking on Finnair’s digital touchpoints (website and mobile app) run on Amadeus Nevio.

GRI 2-6 GRI 3-3 (Artificial Intelligence)



## Supporting airline transformation with Agentic AI

Our AI journey began with operations research, machine learning, and deep learning, revolutionizing essential functions like flight scheduling and search, airport resource management, passenger disruption handling, and revenue management systems. Agentic AI (AI agents with reasoning and some level of autonomy) hold great potential for airlines and are revolutionizing operational efficiency in the travel industry. These agents can automate complex tasks, augment human expertise, and adapt to changing environments, which promises to be a step-change in productivity.

Our work with customers during the year highlights this potential.

### Assistant for travelers

This is a layer powered by agentic AI that enables airlines to own and control modern AI conversations. It is pluggable across all B2C touchpoints to guide and support travelers throughout their interactions with the airline while ensuring policy compliance. In 2025, significant progress was made through pilots, including autonomous voice AI agents, powered by Microsoft, that complete flight re-bookings for airline contact-center calls.

### Assistants for airline professionals

This is an AI initiative that adds an intelligent orchestration layer across airline solutions. It tackles today’s fragmented information and static workflows by introducing AI-native ways of working. With cross-domain intelligence and dynamic, context-aware workflows, airline teams work faster, make better decisions, and focus on higher-value tasks to improve commercial performance. In 2025, we identified the most impactful use cases, with an initial focus on Amadeus Altéa Revenue Management and Amadeus Nevio product catalog.

## Supporting airline growth through digital transformation

During 2025 our Airline Solutions team continued to support a wide range of customers to transform every aspect of their commercial and operational processes, with several new airlines choosing Amadeus as their transformation partner.

Pakistan’s AirSial selected Altéa Departure Control – Customer Management to improve the experience for both passengers and its agents at the airport. The agreement is the first Altéa contract in Pakistan, providing a solid foothold for Amadeus’ further expansion in an important aviation market.

“We’re currently focused on enhancing regional connectivity for the Pakistani population, both within the country and beyond. Our relationship with Amadeus is the latest step in this journey, deploying cutting-edge solutions to reduce stress, adapt to individual needs and enhance efficiency for all.”

● **Fazal Jilani**  
Chairman, AirSial

Similarly, soon-to-launch Vietnamese airline Sun PhuQuoc Airways chose a wide range of Amadeus technology to power its retailing, operations and passenger experience with the full Altéa suite of solutions. The addition of Amadeus SkyWORKS means the new airline can harness AI to intelligently plan optimal flight schedules.

In Europe, Bulgaria Air renewed and expanded its use of our IT solutions and will migrate to Amadeus Reference Experience, a modern, responsive and configurable interface that will offer travelers a bundle of self-service capabilities, like managing flight bookings, including check-in and rebookings, independently from any device—a smartphone, tablet or computer.

In April, Greek full-service airline AEGEAN announced that it’ll integrate a range of cutting-edge commercial solutions as part of a major contract renewal and expansion.

“As AEGEAN continues to expand its digital capabilities, our enhanced collaboration with Amadeus marks a significant step forward in further enhancing our operations and elevating the travel experience. By leveraging advanced retailing and payment solutions, we aim to offer personalized and seamless services to our passengers, from booking to journey completion. This alliance reflects our ongoing commitment to innovation and improving our customer experience.”

● **Michalis Kouveliotis**  
Deputy CEO, AEGEAN

“At Jazeera, we’re working to redefine the passenger experience through digital innovation. The adoption of Amadeus SRM Flex is a transformative step in this process, empowering us to respond faster to market shifts, optimize our network with precision and unlock greater value.”

● **Paul Carroll**  
Chief Commercial Officer,  
Jazeera Airways

## Improving how airlines manage revenue for greater profitability

During the year, Amadeus reached agreements with two major low-cost airlines (India’s IndiGo and Kuwait-based Jazeera Airways) to adopt Amadeus Segment Revenue Management Flex (SRM Flex)—our cloud-based revenue management system that allows airlines to respond to market dynamics and adjust prices in near real time.

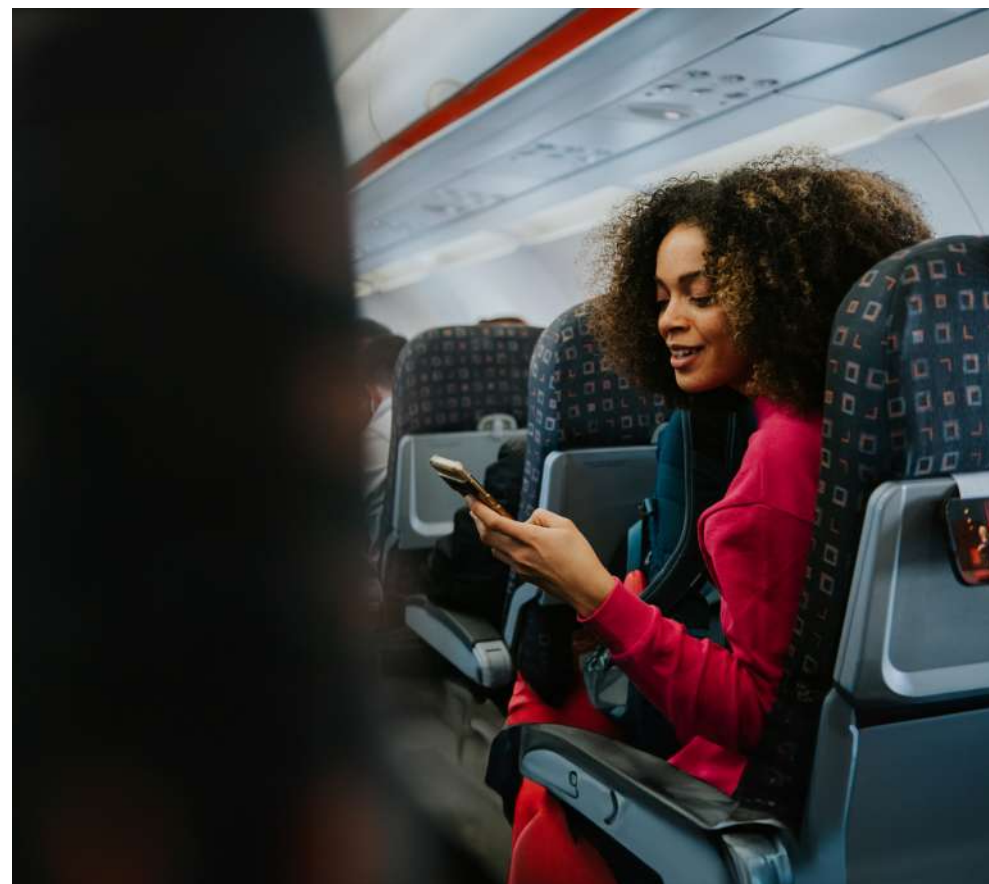
## Developing our partner ecosystem



Our open and modular technology allows connection to a wide range of partners.

As part of our multicloud strategy, we entered a partnership with Google in 2025. Amadeus engineers will work with Google’s AI capabilities, including Vertex AI, which provides access to a huge selection of Large Language Models (LLMs), and Google’s agentic AI platform, Agentspace.

The integration of Amadeus Nevio and Amadeus MetaConnect with Google Flights and Google’s Offer Management System (QPX) enhances flight search accuracy and improves market presence for our airline customers, ensuring that their latest prices and offers are accurately displayed across Google Flights.



We renewed our global strategic partnership with Microsoft, which sees Amadeus continue to rely on the Microsoft Azure cloud while collaborating to bring innovative products to market. With Microsoft’s support, we’ve now moved 100% of our applications to the public cloud. In June we published *Transforming Operational Efficiency in the Travel Industry with AI and Agentic Flows*, a joint report exploring how agentic AI is transforming operations across the travel industry.

The integration of Volantio’s AI-driven

rebooking technology with Navitaire delivers the potential for a 5% revenue uplift on peak flights by using AI to pinpoint high-demand flights and automatically offering incentives for flexible passengers to move to lower-demand options.

During the year, our partnership with BAGTAG helped Icelandair reduce handling costs for its crew’s bags by 35% through the adoption of bag tags natively integrated into its mobile app and Altéa Departure Control System (DCS).

## Navitaire airline portfolio



### Medium-low impact




Navitaire, an Amadeus company, supports low-cost and hybrid airline customers with a complete suite of tailored technology. Its New Skies® platform has been a pivotal enabler of data-driven retailing for the past 20 years, facilitating rapid innovation in airline digital commerce.


Navitaire's AI-powered next-generation technology offering, Navitaire Stratos, builds on the strengths of New Skies to ensure that low-cost and hybrid airlines maximize the opportunities presented by the retail transformation. Additionally, Navitaire Stratos helps these carriers simplify their IT infrastructure, while leveraging the latest in AI and flexible, cloud-native technology.


Passengers will benefit from more relevant offers and more efficient servicing (based on the new single Order record). Navitaire Stratos also enables better connections between low-cost and full-service carriers, making it easier for airlines to work together.

GRI 2-6

Some of the benefits include:

 The ability to combine and book any combination of low-cost carrier and full-service carrier flights in a single Order, with shared processes like baggage and service recovery managed across multiple airlines.

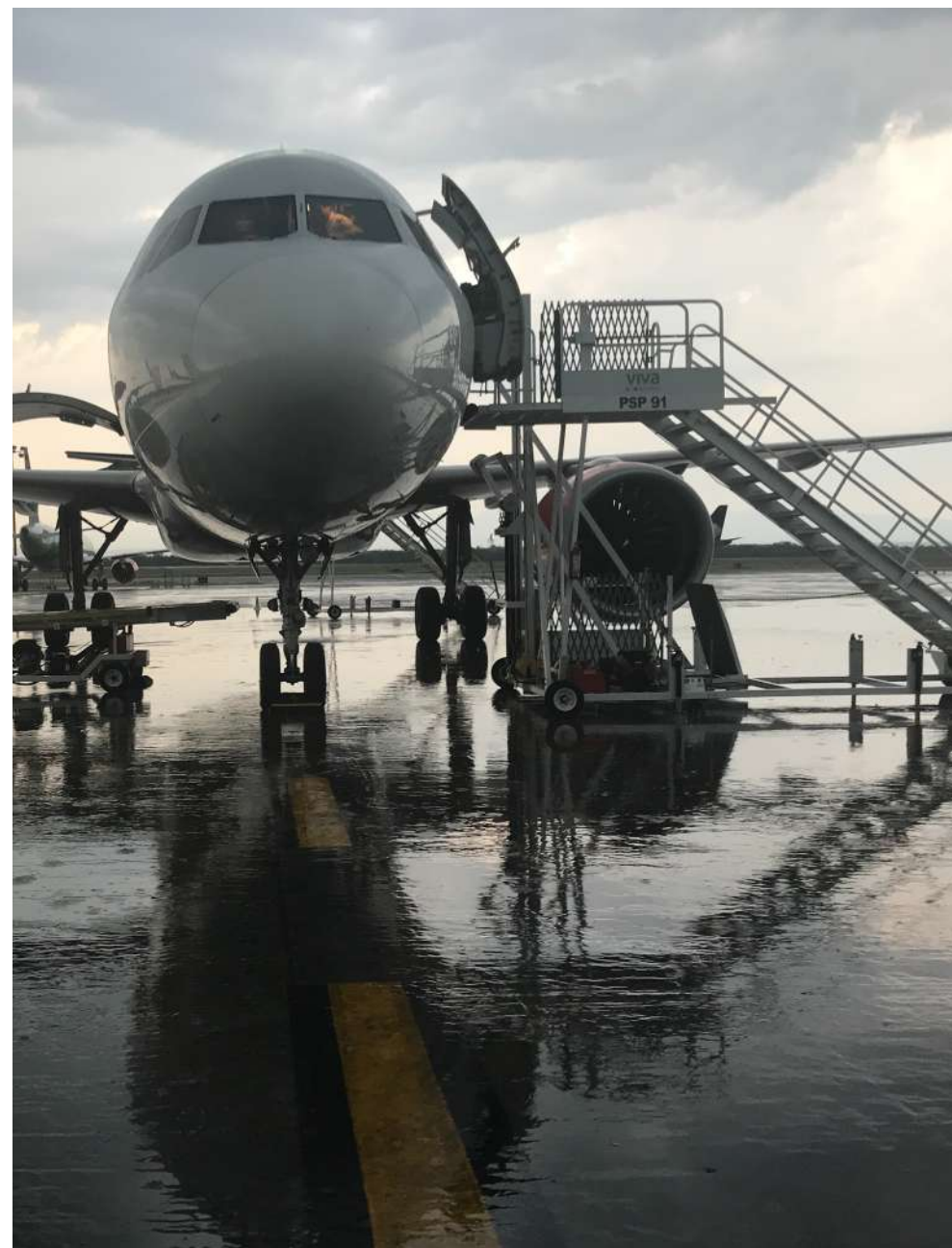
 The introduction of the shopping basket concept, allowing flight searches to be saved and retrieved later when the passenger is ready to confirm the booking.

 Digital self-servicing that allows the passenger to modify or cancel their travel plans independently on the airline's website.

In late 2025, TUI Airline agreed to work with Navitaire to develop and implement Stratos, Navitaire's next-generation solution, becoming its launch customer. Navitaire has worked with TUI Airline for more than two decades. This move will be a natural progression to boost airline efficiencies and revenue.

"We're on a journey to build the most modern airline commercial set up in the industry. Navitaire Stratos will be a cornerstone of this transformation. Jointly we'll bring even more value to our customers and further improve the traveler experience."

● **Peter Glade**  
Chief Commercial Officer, TUI Airline



## Supporting growth through digital transformation

Ryanair renewed its long-standing partnership for a wide range of Navitaire technology, including New Skies, Digital Platform, GoNow Day-of-Departure, and Travel Commerce ancillary sales solutions. This marks 25 years of partnership and ensures Ryanair has the comprehensive capabilities it needs to remain at the forefront of airline digital retailing for the 200 million passengers it serves every year.

“Navitaire’s advanced technology solutions have been instrumental in enabling us to achieve consistent double-digit growth and higher profitability. Its scalable and proven solutions have empowered us to build a vast network of partners, premium ancillary services, and tailored customer experiences.”

● **John Hurley**  
Chief Technology Officer, Ryanair

Kuwait’s Jazeera Airways completed its migration to the New Skies retailing platform just 100 days after initial testing.

Aeroitalia renewed its use of New Skies and extended its agreement with Navitaire to include new solutions for pricing, loyalty, revenue accounting and dynamic pricing.

During the year, Navitaire also introduced Navigate®, which allows airline agents that typically provide services at check-in counters or departure gates to use a mobile device connected to a secure network to help travelers. Navigate empowers agents to assist travelers wherever they are, resulting in shorter wait times and a smoother journey.

“Navigate gives our agents the freedom to check-in passengers while on the move, which reduces wait times and improves efficiency at key passenger touchpoints, leading to a better overall airport experience.”

● **Amanda Grafton**  
Technical Team Lead, Ground Operations Airline Technology, TUI Group

## Furthering airline transformation with travel and technology expertise

As the industry continues to transform and airlines face customer experience, digital transformation, revenue and cost challenges, we’ve seen growing demand for specialist professional services. In fact, more than 230 airlines have commissioned Amadeus for our services to date.

Our comprehensive professional services include tailor-made training, functional support, custom development, testing and integration, and cybersecurity. Spanning the entire traveler journey, our services empower airlines to sell effectively, serve travelers seamlessly and deliver exceptional travel experiences.

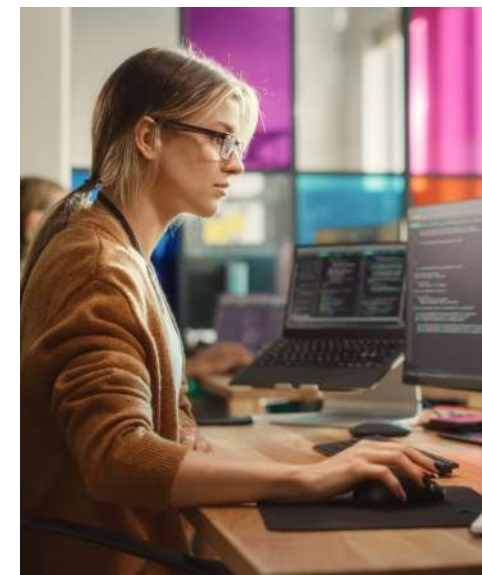
During 2025, a major services engagement with Philippine Airlines (PAL) saw Amadeus teams redesign the airline’s digital channels, including the website, the mobile app, SEO, and implementation of Amadeus Loyalty. This transformation has turned Philippine Airlines’ online channels into more flexible, personalized, and user-friendly tools for travelers. The project has delivered outstanding performance improvements for PAL:

**+40% customer satisfaction and NPS**

**+3.8% booking revenue**



Medium-low impact



“To me, this partnership hasn’t just been a technology project: it’s an end-to-end transformation that has modernized our digital presence while improving customer satisfaction, operational efficiency and revenue growth.”

● **Ria Vidal**  
Chief Information Officer, Philippine Airlines

# Amadeus Airport and Airline Operations



Medium-low impact



Aviation faces a long-term challenge: demand for air travel continues to grow steadily, yet physical airport capacity doesn't expand at the required rate. For example, forecasts from EUROCONTROL<sup>1</sup> predict that by 2050, up to 12% of passenger demand will not be able to be serviced by European airports due to capacity constraints. This capacity crunch is a global challenge, resulting in continued pressure to operate more efficiently, maximizing airport infrastructure to serve more passengers and flights.

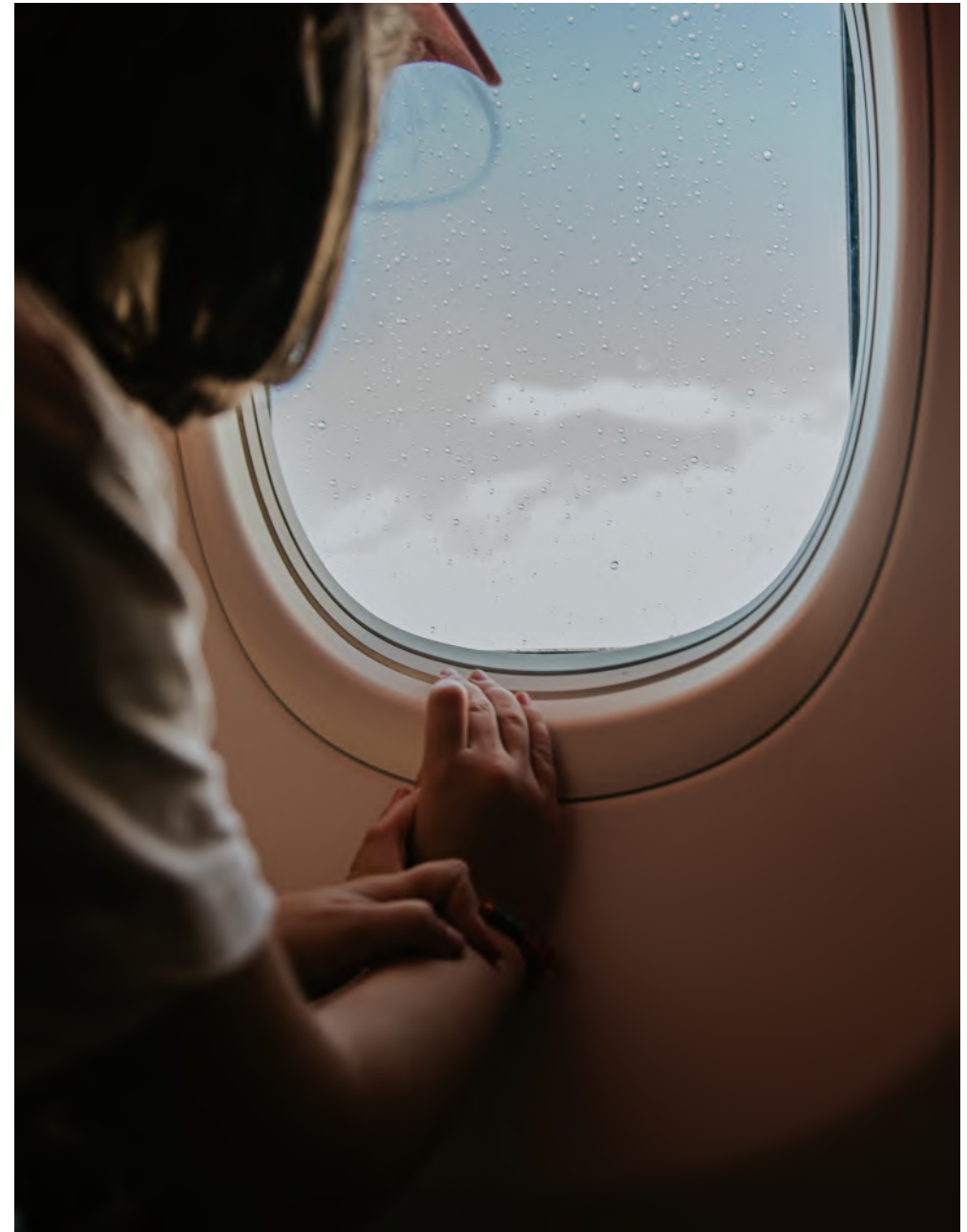
In addition to this macro challenge, the industry is working toward several related objectives:

- **Passenger experience:** Airlines and airports seek to deliver an improved passenger experience that differentiates their organizations.
- **Revenue growth:** Airlines and airports face a competitive market for air travel and seek to increase revenue from selling and providing new ancillary services.
- **Cost reduction:** Aviation stakeholders seek to lower the cost of operations e.g. by reducing aircraft turnaround times.

Amadeus serves airports, airlines, ground handlers and border authorities, so they can better collaborate to deliver superior shared passenger and operational processes at the airport. Amadeus is uniquely placed to help these four customer groups work together to deliver a seamless travel experience.

We support our customers with an integrated portfolio of hardware, software, and services that securely connects the aviation ecosystem. Together, these capabilities enable a frictionless and personalized passenger experience, optimized airport operations, and automated disruption resolution across the entire journey.

1. ACI Europe (November 2025). "Airports call for mind shift on capacity and performance management, demanding urgent revision of European airport slots rules."



## Powering seamless journeys

Our seamless travel portfolio provides the comprehensive capabilities airlines, airports, ground handlers and border authorities need to create an automated, interoperable and self-service biometric experience at all airport and journey touchpoints.

During 2025, we completed the integration of Vision-Box<sup>2</sup> with Amadeus by fully aligning teams, technology and our go-to-market strategy. We further enhanced the portfolio with the acquisition of WCC's HERMES solution, which enhances passenger screening with sophisticated real-time travel data analytics, complementing our offer to governments around the world.

Digital identity is another key piece to deliver seamless travel. We partnered with Lufthansa to successfully test the EU Digital Identity Wallet<sup>3</sup> for a range of travel use cases, including online check-in and "tap to fly," where passengers securely validate their identity by tapping their mobile phone at airport touchpoints like check-in, bag drop and boarding. Conducted as part of the EU Digital Identity Wallet Consortium large-scale pilot project, and using our Travel Ready solution as the gateway to travel, the tests show how digital wallets will transform the traveler experience as they are introduced by member states of the International Civil Aviation Organization (ICAO) next year.

2. In 2024, Amadeus completed the acquisition of Vision-Box, a company that produces biometric solutions for airports, airlines and border control.

## Upgrading touchpoints across the journey with self-service and biometrics

Airport readiness is essential to delivering a seamless journey experience. During 2025 we worked with a growing number of airports and governments to upgrade the check-in, bag drop, immigration, and boarding experience by applying biometrics to solve complex challenges and remove friction from the traveler's journey.

"We know that passengers want their departure experience to be hassle-free, so by harnessing automation, these upgrades deliver a seamless experience for their journey. This provides both our airline partners and travelers with the flexibility they need to ensure a smooth and efficient journey for everyone. The passenger experience is paramount, and with new automated technologies we can serve more passengers to a higher standard, supporting the growth of our airport."

● **Scott Woodward**  
Chief Operating Officer, Perth Airport

3. The EU Digital Identity Wallet is based on the International Civil Aviation Organization (ICAO)'s Digital Travel Credential (DTC) standard, which will support interoperable digital passports across ICAO's 193 member states. In 2025, Amadeus strengthened its collaboration with ICAO, joining the working group focused on the DTC standard and contributing to the organization's 'No Country Left Behind' initiative with technical, industry and knowledge resources.

## Australia

Perth Airport introduced Australia's first fully automated biometric departure process from check-in to boarding. The airport also introduced close to 100 new check-in kiosks and replaced nearly 40 traditional check-in counters with bag drop units from Amadeus.

The new, multiyear agreement with the Department of Home Affairs extends the Departure SmartGates program across 10 of Australia's international airports, leveraging biometric technology.

## UK

Manchester airport's Terminal 2 saw a unique arrival and departure process that harnesses biometrics to enable domestic and international passengers to mix in the same common arrival and departure halls.

As part of a 10-year relationship, we provide self-service technology for check-in, bag drop and boarding to London Heathrow, which saw record uptake of its 240 self-service kiosks and 260 auto bag drop units in 2025.

## Indonesia

Travelers in Indonesia became the first in the world to experience our Seamless Corridors at scale, which uses biometrics to verify travelers' identity on the move as they progress through the corridor.<sup>4</sup> These corridors increase passenger processing capacity by ten compared to traditional e-gates.

4. Biometric corridors allow governments and the travel industry to remove physical barriers at immigration, lounges and eventually boarding, with no need for passengers to pause and show documents.



Although initially pioneered by the aviation sector, the combination of biometrics and digital identity technology promises to transform every stage in the passenger's journey by empowering travelers to quickly and easily provide personal information and validate their identity on a self-service basis.

This was further evidenced during 2025 as our seamless travel technology was installed by MSC Cruises at its newly opened PortMiami cruise terminal, where the passenger's facial scan is matched to their passport. From that point onward, guests can embark and disembark the ship simply by showing their face at an e-gate. This has helped MSC reduce embarkation times by 50%.

The successful application of biometrics in the maritime sector marks a significant milestone for Amadeus, demonstrating the applicability of the seamless travel portfolio beyond the airport.

"After five years of collaboration with Amadeus, we have created a system that's scalable globally. We're now actively assessing where else in the world we can apply this new approach to ensure MSC Cruises remains at the forefront by offering the industry's most advanced guest experience."

● **Luca Pronzati**  
Chief Digital and Technology Officer,  
MSC Cruises

## Connected and optimized aviation and baggage operations

Airline and airport operational data has often been siloed and difficult to share, impacting operational efficiency.

Amadeus is addressing this challenge by creating an open exchange platform to help airlines, airports and ground handlers optimize operations. The Amadeus Airport Management Suite (AMS) offers a consolidated operational view, proactive decision-making capabilities and advanced AI-driven solutions. This data, and the insights it yields, can be made available to other stakeholders to enhance the traveler's experience and improve operations.

During 2025, we launched an AI agent that allows non-technical users to ask questions about operational data using natural language. This AI agent operates with intent, reasoning through problems, making decisions, and learning from experience. This represents the next evolution in airline and airport operations technology—an AI companion that understands the intent behind prompts and provides contextual, actionable insights. For example, if the airport manager wants to understand expected passenger demand a week ahead to assess the probability of a capacity crunch, or if operational teams want to know how long it's taking passengers to progress through the terminal with each airline, the agent will not only show outliers but also explain why they're happening. It can even suggest specific steps—for example, turning

on two extra kiosks in a certain part of the terminal—so operational teams can fix problems quickly and keep things running smoothly.

During 2025, we also reached a milestone with the first deployment of our cloud-based Airport Management Suite in the Americas for Denver International Airport.

The way baggage is managed today is non-optimal with multiple systems, numerous potential points of failure and a reliance on old-fashioned Type B messages—legacy teletype messaging that is slow, fragmented, and ill-suited to real-time operations. Amadeus is working to progressively transform baggage management with our Baggage Reconciliation System (BRS) and our Altéa Departure Control – Flight Management together with Qatar Aviation Services.

Similar to IATA's One Order standard (which provides a single view of the passenger's order for all involved service providers) we are working to establish a comprehensive and open single record that can manage the passenger's bag throughout the journey, removing the need for Type B messages.

Looking ahead, there is significant potential to streamline baggage-handling processes. Implementing a secure chain of custody would enable innovative solutions, such as permitting passengers and their luggage to travel separately, facilitating parcel-like shipping of bags directly to homes and hotels.



## Preparing for a new era of service delivery at the airport

Airlines are transforming to become traveler-centric retailers by adopting a new generation of standards and technology for Offers, Orders and Delivery.

Delivery systems sit at the center of an airline’s operations, interfacing with commercial systems like Offer and Order management as well as airport touchpoints to coordinate the provision of services. Amadeus’ Delivery Management Systems, built together with our customers, monitor the status of the various items contained in the passenger’s order e.g. seats, ancillary services and lounge access, crucial for improving performance and the customer’s overall experience.

During 2025, our Delivery Management Champions working group continued to bring together operational leaders from airlines, ground handlers and airports to collaborate on the optimal design of new delivery management technology and processes.

## Voice of the Customer

In 2025, more than 1,500 contacts from airlines and over 200 contacts from airports and ground handlers took part in our Annual Relationship Survey. For airlines, our Net Promoter Score (NPS) reached +24, a decrease of 5 points. Strong relationships with our people remain the top driver of satisfaction, and customers continue to value the breadth of our innovative ecosystem of solutions. For airports and ground handlers, our NPS stands at +27, reflecting a 16-point decrease. While their feedback continues to highlight the strength of our relationships, our collective focus for 2025—across airlines, airports, and ground handlers—is to work on improvement initiatives, taking into account customer feedback.

	2024	2025
Airlines NPS	+29	+24
Airports and ground handlers NPS	+43	+27

## Key Air IT Solutions highlights in 2025

**Nine airlines from Lufthansa Group plan to adopt Amadeus Nevio's AI-native modular solutions** for personalized retailing and Order and Delivery Management, as part of our extended partnership. Both TUI and Volotea have chosen Navitaire Stratos.

**We've signed a Letter of Agreement with Pan American World Airways (Pan Am) to support the return of the iconic airline to scheduled service.** Amadeus' technology will serve as the backbone of the airline's core passenger and operational capabilities, including booking and inventory management, NDC and traditional content distribution.

**Amadeus continued to grow the scope of solutions adopted by our customers: Thai Airways** expanded its strategic relationship with Amadeus by implementing three advanced solutions: AI-powered Air Dynamic Pricing, Amadeus Altéa NDC and Amadeus Anytime Merchandising.

**Jeju Air selected Navitaire Edge Shopping Service**, designed to give airlines greater control over look-to-book ratios and improve response times.



Indonesia's Directorate General of Immigration became the first authority in the world to introduce biometric corridors at scale. **Through Amadeus Seamless Corridors, eligible travelers at Jakarta and Surabaya airports can now cross borders without stopping or presenting documents**, verified "on the move" by AI-enabled facial biometrics.

**In the Philippines, Amadeus has secured an agreement for biometric technology at immigration checkpoints** with the Manila International Airport operator.

**Melbourne Airport will become the first airport to deploy the new Amadeus Seamless Bag Drop S7 Air and S7 Hybrid units.** Narita Airport, in Japan, has expanded its use of the Self-Service Bag Drops for additional check-in positions.

**Avinor has signed for the Amadeus Competency Center, part of Amadeus' Professional Services suite**, a specialized delivery model that will provide the airport operator with a dedicated team of functional and technical experts, joint governance for clear priorities and a flexible commercial framework.

**The United Nations' International Civil Aviation Organization (ICAO) and Amadeus have signed a Memorandum of Understanding** to enhance member states' capacity to adopt advanced digital technologies that improve the efficiency, safety, and sustainability of international air transport systems. We'll be leveraging our experience in travel technology, digital identity, biometrics, and data management.