

Airport Common Use Service

Agility in shared-use

How could you increase your airport's potential?

Take the next step towards the airport of the future and adopt a new way to maximise the use of your terminal check-in and boarding areas, without costly investment in infrastructure. Amadeus has developed a next-generation common use service that delivers resilient, scalable and cost-efficient technology, centrally hosted and accessed securely via any network connection. This new, true cloud-based approach to shared-use is called Amadeus Airport Common Use Service (ACUS).



Airports are constantly looking to optimise passenger processing operations. Solutions that can give them the flexibility to adapt to operational demands, and scale capacity up or down, are required.

Today's common use solutions are typically complex to implement and costly to maintain. They also lack agility, limit growth and burden the airport with a large environmental footprint.

Amadeus ACUS - the new approach to common-use

Amadeus ACUS is a highly competitive, next-generation solution based on true cloud technology, which delivers a more efficient and resilient infrastructure. Not only that, ACUS is both fast and easy to implement.

ACUS allows passenger processing systems to be accessed on demand, using application virtualisation technology. ACUS can be deployed and relocated rapidly anywhere, even off the airport.

ACUS will enable airports, airlines and ground handlers to excel in passenger processing by bringing agility, flexibility and scalability to your operations, while reducing operating costs.

Lower your "cost to operate" and environmental footprint

With ACUS, airports are able to transfer hosting and development responsibilities to Amadeus. Our full, thin client solution and application virtualisation approach reduce the requirement for costly on-site hardware equipment, servers and local data centres, as well as IT maintenance. This generates substantial operational savings for the airport and reduces the overall environmental footprint. Energy consumption is substantially lower compared to traditional common use solutions.

Gain "real" business agility, flexibility and scalability

Through a secure network connection, airports, airlines and ground handlers can deploy and access critical passenger applications safely and rapidly anywhere: from one airport, to multiple airports and even to off-airport locations. For example, roaming agents can service passengers from any desk, gate or terminal in a matter of minutes, using only a secure network connection with a PC, laptop or tablet.

Amadeus' cloud technology and unique ability to integrate with any airline DCS, give airport players full flexibility and scalability in adapting to business demands. With ACUS, new airlines can be easily integrated and instantly made available across multiple airports. Similarly, airlines expanding their network to new airports can benefit from cost effective and centralised DCS connectivity.

Amadeus ACUS is a multi-airport, multi-airline and multi-ground handler solution, adaptable to any size of business.

Respond rapidly to the unforeseen

Air travel is full of uncertainty and unfortunately, disruptions are common place. When this affects airport operations, the impact is typically felt by passengers. By transferring the passenger processing platform to the cloud, airport operators gain more resilience and flexibility. Airports can continue to deliver services and process operations, even if disruptions occur to the airport infrastructure.

For example, in adverse weather conditions, airports may need to increase terminal capacity at check-in and transfer, or move facilities to another location. By putting ad-hoc or mobile workstations in place, operations can be quickly resumed. ACUS helps airports respond to the unforeseen.

Benefit from a reliable end-to-end solution

Amadeus delivers a complete, end-to-end solution which includes end-user hardware implementation and full on-site support. Our multi-lingual call centres work on a “follow the sun” approach, ensuring queries can be handled 24/7.

The ACUS platform is compatible with industry standards including CUPPS and PCI. The evolution of Amadeus technology will enable a safe, multi-payment environment (e.g. chip and pin payment), keeping ACUS ahead of the game.

Key Benefits

- **Cost reduction:** simplify and eliminate the need for costly on-site server infrastructure, local data centres and IT maintenance, and generate substantial energy savings
- **Business agility & recovery:** deploy and relocate operations rapidly and seamlessly, anywhere on and off the airport, using a secure network connection (from fixed or mobile terminals). Respond efficiently to any irregular operations and “peaks” in passenger flow
- **Scalability:** increase capacity rapidly with activation on demand using the Software as a Service (SaaS) model. Scalable to any size airport, airline and ground handler
- **Operational resilience:** reduce reliance on expensive, traditional “bricks & mortar” infrastructure by using applications which are virtually hosted and remotely managed from our secure data centre
- **Fast and easy to deploy and maintain** with a simple network connection

Specificities for airports, airlines and ground handlers

If you are an airport

- **Reduce your total “cost to operate”** and become a “greener” airport by introducing maintenance-free and efficient thin clients
- **Maximise capacity from your existing infrastructure** by eliminating the need for core server space
- **Improve business continuity and disaster recovery** by enabling the seamless addition and/or relocation of operations when and where required
- **Attract more airlines** by offering a competitive common use solution with lower operating costs
- Accommodate new **carriers on-demand, quickly and easily at minimum cost**
- **Deliver differentiated services to airlines and passengers** by meeting their requirements for seamless interaction from anywhere in the airport and providing a secure solution in compliance with industry standards

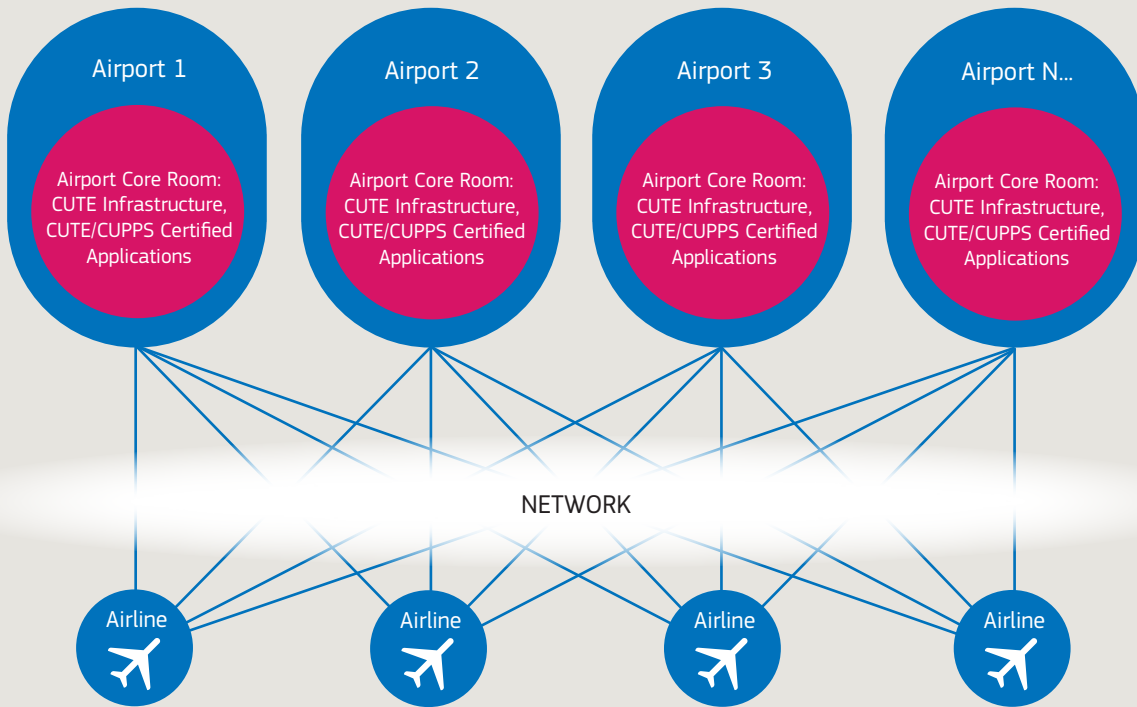
If you are an airline

- **Reduce your operating costs while expanding your network** by eliminating the need to individually link up your departure control system to all sites, giving quick access at multiple airports
- **Simplify network connectivity** with airports
- **Reduce the time needed to deploy and update** applications and limit required certification for software changes/releases
- Provide off-airport passenger processing services, **improving the overall travel experience for passengers**
- **Grow revenue** through access to a multi-merchant payment environment

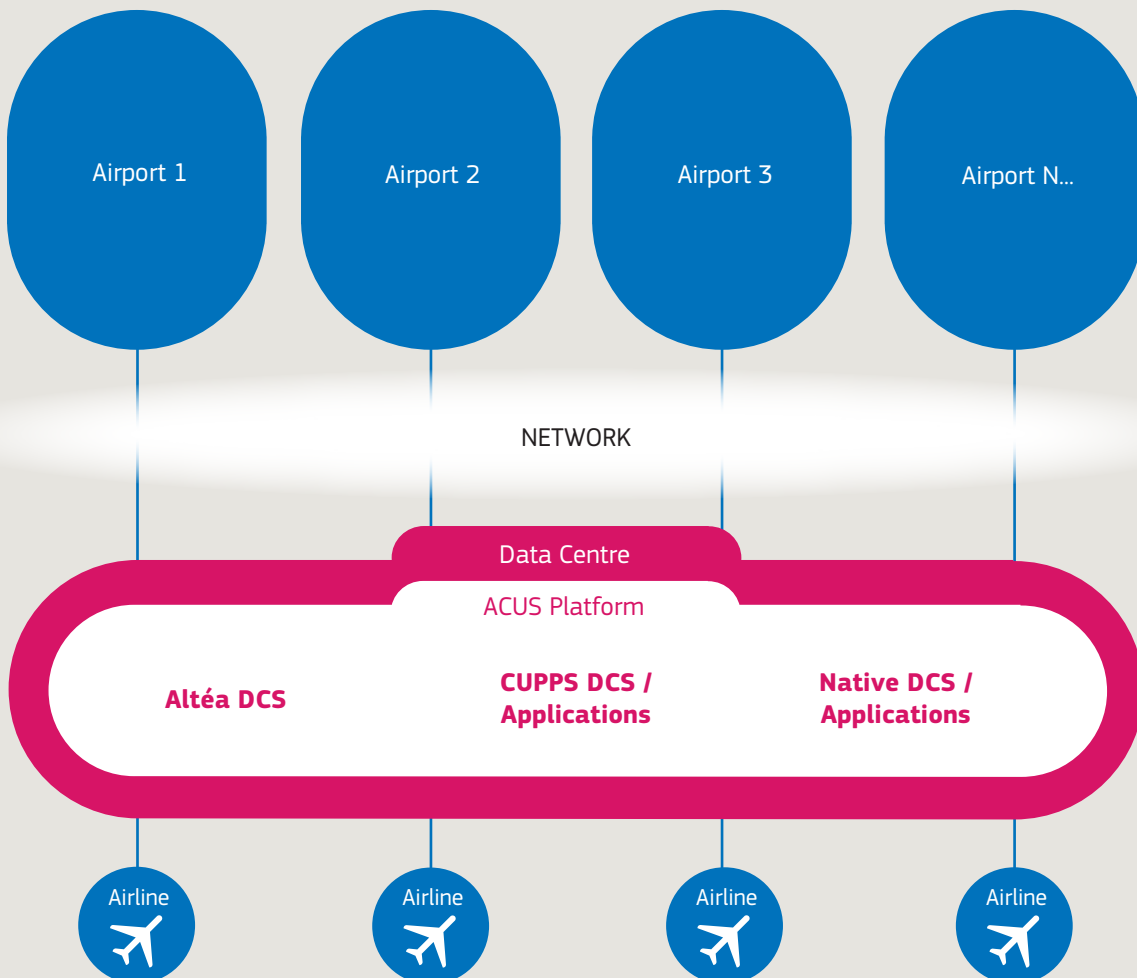
If you are a ground handler

- **Provide differentiated services to airlines** by handling passenger processing for multiple airlines from any workstation, gate or terminal
- **Gain in efficiency** by benefiting from a common user interface, which makes training staff on ACUS quicker and easier

Traditional CUTE Infrastructure



Amadeus Airport Common Use Service



Amadeus ACUS key features

- _ Next-generation technology based on application virtualisation
- _ Delivered via SaaS model
- _ Centrally hosted in state-of-the-art data centre
- _ Based on secure network connectivity and 4G communications
- _ Thin, fat and/or mobile client solution
- _ Connection to all airline DCS and airport applications
- _ Complete end-to-end solution delivery:
 - software and end-user hardware
 - deployment capabilities
 - on-site support
- _ Compatible with industry standards (CUPPS and PCI)

Why Amadeus?

- _ A **competitive service** and **cost-effective alternative** to traditional common use solutions, using SaaS model , advanced management and secure network connectivity
 - _ A **reliable & cutting-edge technology** provider leading the field in IT developments, including **application virtualisation** capabilities
 - _ Fixed, wireless options and mobile-ready using 4G, enabling **“anywhere operations”** on and off the airport
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THINKING ABOUT AMADEUS AIRPORT COMMON USE SERVICE (ACUS)?

Contact an Amadeus sales representative at airport@amadeus.com, or check out www.amadeus.com/airport

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