



Amadeus Open Profile Suite transforms the management of traveller profiles, offering you a versatile, centralised profile database that connects any application to a single profile source.

Simplify the way you work with a consolidated view of your profile data that benefits your own business and your customers.

Amadeus Open Profile Suite

Take global control of your profiles

A solution designed for your needs

Amadeus is the first travel industry technology partner to offer travel professionals a comprehensive traveller profile management solution, giving you the full picture to optimise the handling of your data.

Flexible and dynamic, Amadeus Open Profile Suite can be customised to match your needs and business practices and guarantees full cross-channel services, giving you complete control over your profile operations.

Take control of your traveller profile data

Amadeus Open Profile Suite is a centralised traveller profile management solution that fits seamlessly with your existing IT systems, delivering high quality, structured data that is stored in a secure environment.

The profile database is centrally managed and can be updated and maintained by multiple authorised users, which ensures profile data accuracy. Adaptable user interfaces simplify profile management for agents and travellers, with data also imported from corporate human resources systems and from your existing systems using a complete set of web services.

The publication flows secure the distribution of accurate profile data across multiple systems — GDS, self-booking tool, mid/back-office or third party systems — for optimal productivity, delivering consistency across all channels and systems. Both standard and optional profile fields, managed by rules to avoid errors, are available for your specific needs. This brings you optimal flexibility.

Security is paramount and Amadeus provides secure, reliable profile data storage that is ISO 9001 compliant. Amadeus Open Profile Suite provides you with a fully protected working environment that offers total control over cross-channel profile operations. This gives you the flexibility to define roles and permissions to suit your own operational requirements.

Improve the way you work

Amadeus Open Profile Suite helps you to optimise productivity by reducing the time spent individually managing traveller profiles in different systems: just one tool seamlessly maintains profiles in all your operating systems. Amadeus Open Profile Suite eliminates manual maintenance requirements and the need to duplicate data maintenance

across multiple systems. The result is simpler, streamlined business processes.

A convenient self-service travel interface allows travellers to manage their own profile information, reducing the time spent by agents updating the information. The graphical user interfaces for use by agents are intuitive and require significantly reduced training time, ensuring effortless integration and fast adoption.

Providing a better service for you and your customers

Amadeus Open Profile Suite gives you a consolidated view of all your profile data, allowing your customers to benefit from accurate, up-to-date profile information and ensuring you can deliver reliable, high quality customer servicing.

Available in 16 languages and with multiple character set capability, Amadeus Open Profile Suite is a truly global traveller profile solution, wherever you and your customers are.

Key features

Gain complete control of your profile data

- _ Traveller profile data is distributed across multiple systems
- _ Fully protected and versatile profile operations to match individual agency requirements
- _ Standard and customisable profile fields provide optimal flexibility
- _ Rules create structure and simplify the management of optional and multiple fields
- _ Secure, reliable data storage assured by Amadeus (ISO 9001 compliant)

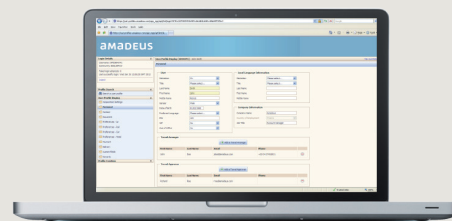
Increase your productivity. Reduce operating costs.

- _ Accurate profile data publication provides consistency across all systems
- _ Rules management avoids agent and traveller errors
- _ Centralised profile management reduces the need for manual maintenance
- _ A single interface to manage profiles in multiple databases eliminates data maintenance duplication

- _ A self-service graphical interface allows travellers to manage their own profiles, reducing the time spent by travel agents

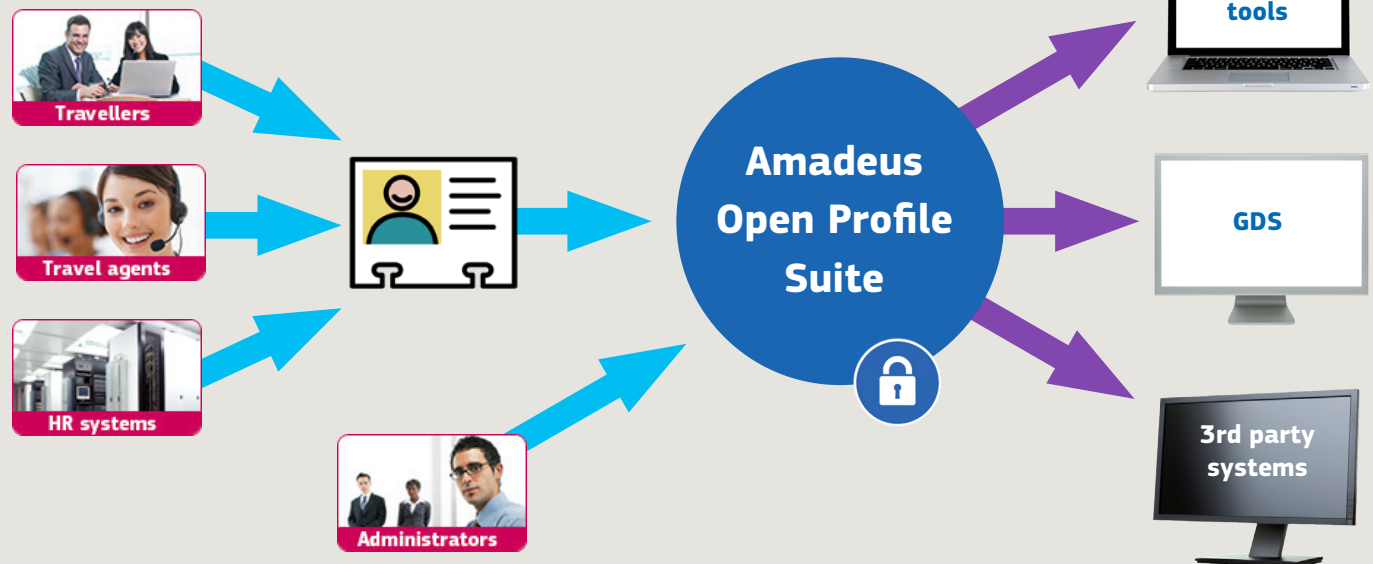
Enhance your customer service

- _ Up-to-date traveller profile data ensures better quality customer servicing
- _ Data synchronisation makes certain your customers always benefit from complete and accurate profile information
- _ Amadeus Open Profile Suite supports 16 languages and has multiple character set capability



Travel agency interface to manage profile information

Amadeus Open Profile Suite System Overview



Trusted technology partner

As the global travel industry's leading technology partner, Amadeus is committed to helping you overcome your biggest business challenges by continuing to provide innovative and advanced integrated solutions, plus best-in-class support and expert consulting services.

Find out more

For further information, visit amadeus.com or speak to your Amadeus Account Manager today.