



# Amadeus

Corporate Overview  
Q4 2017

1.

# Introduction

# Amadeus in a few words

- \_ We are the leading technology company dedicated to the global travel industry
- \_ We are present in 190+ countries and employ 15,000+ people worldwide
- \_ Our solutions enrich travel for billions of people every year
- \_ We work together with our customers, partners and other players in the industry to improve business performance and **shape the future of travel**



**595+ million total bookings processed in 2016**  
using the Amadeus distribution platform



**1.3 billion passengers boarded in 2016**  
with Amadeus and Navitaire solutions

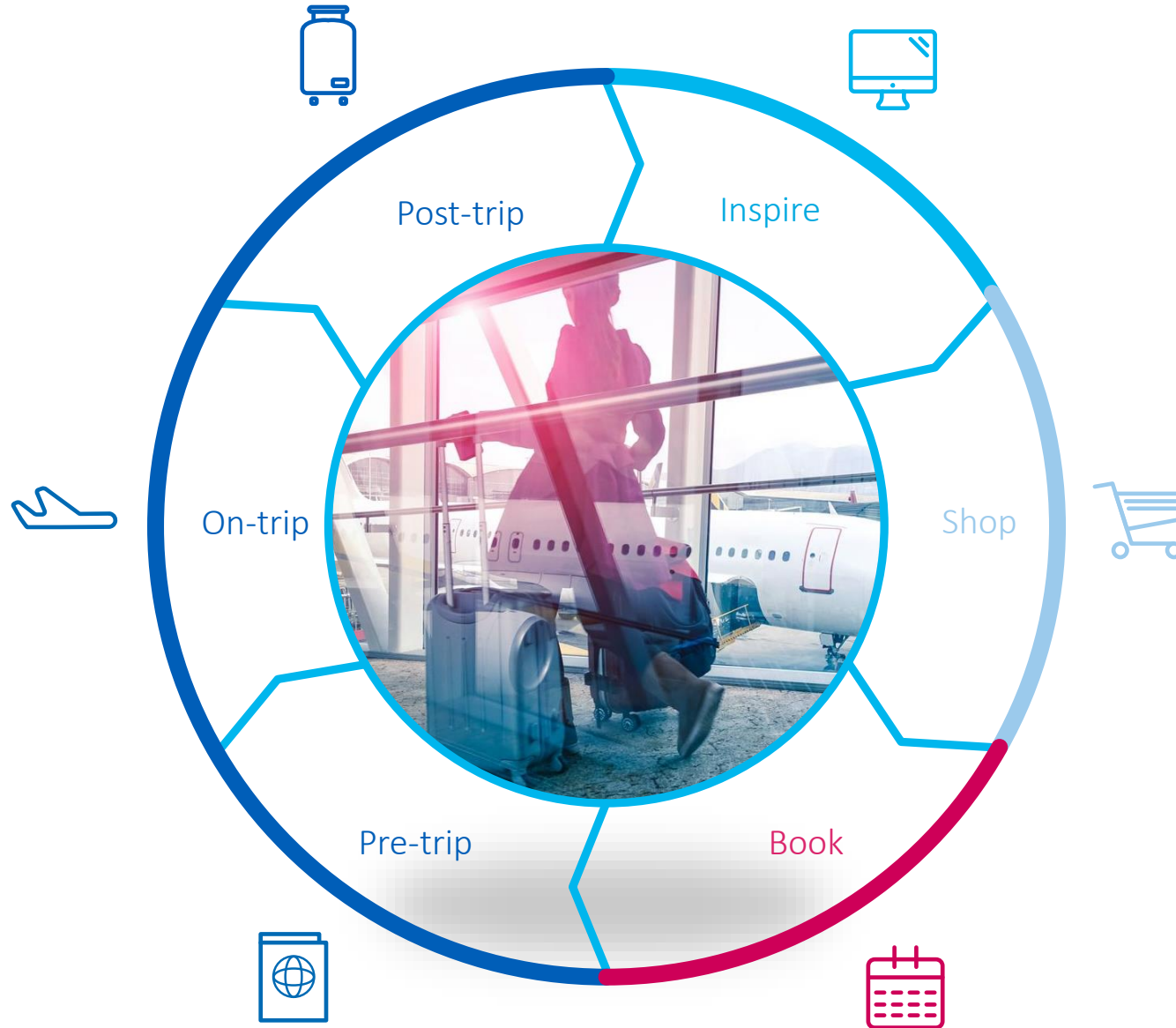


**1 of the world's top 15 software companies**  
Forbes 2017 global rankings



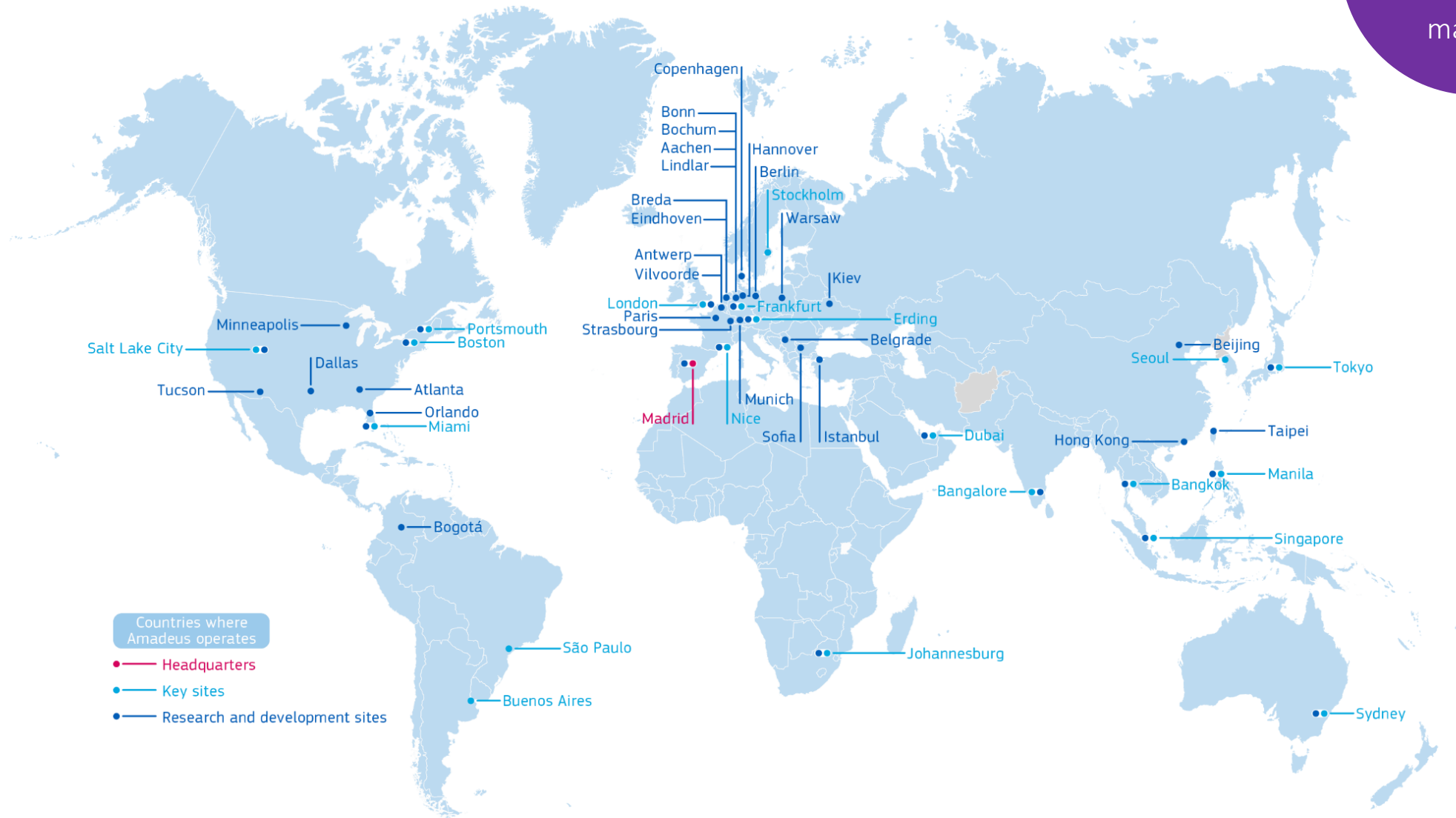
**6<sup>th</sup> consecutive year included in the DJSI**  
Recognised as world leader in the Software & Services  
industry sector in the Dow Jones Sustainability Index in 2017

# Enriching every step of the traveller's journey



# Providing local expertise, all over the world

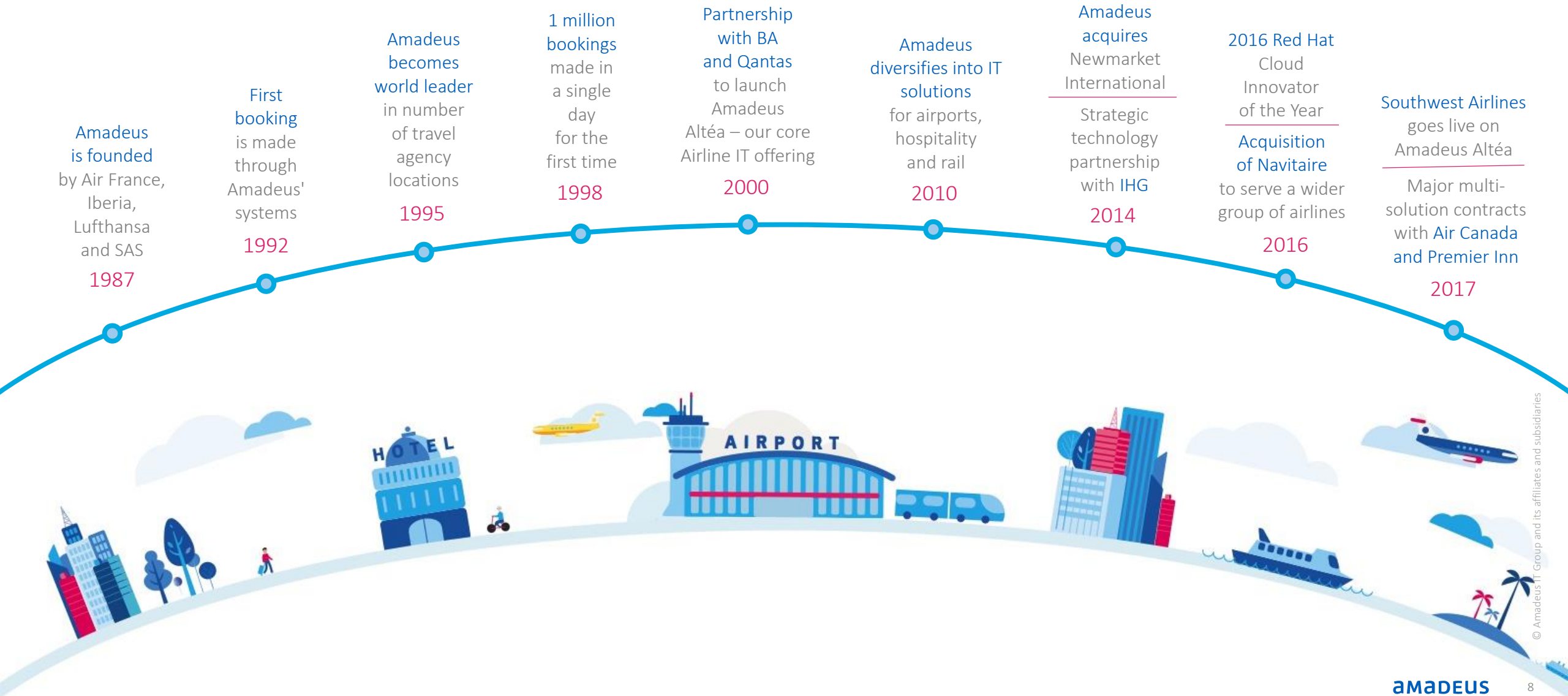
We work in  
**190+**  
markets



2.

## Amadeus history

# A history of shaping the future of travel



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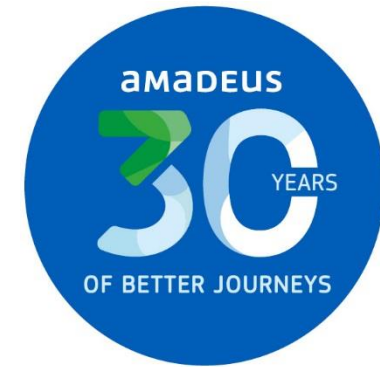
# 30 years is just the beginning



- One of the world's top 15 software companies
- 2016 Red Hat's Cloud Innovator of the Year
- 40+ R&D centres around the world
- Over €4 billion invested in R&D since 2004



- Now working in more than 190 countries
- More than 15,000 professionals worldwide
- We partner with the entire travel ecosystem: airlines, agencies, airports, railways, hospitality businesses and more



- Our systems boarded 1.4 billion passengers in 2016
- Amadeus technology gives the world access to more fares in less time
- Nearly €2m donated to UNICEF raised through partner journeys
- Amadeus keeps business travellers safe and connected, wherever they are
- Amadeus helps overcome the difficulties of travel disruption, reliably and efficiently

Here's to the next 30 years!



3.

Amadeus today

# A diverse and dedicated team

More than  
**15,000**  
people worldwide

**132**  
nationalities

**€9.6m**  
in training  
invested in 2015

**62**  
languages  
spoken



# Our management team



Decius  
Valmorbida

SVP,  
Travel Channels



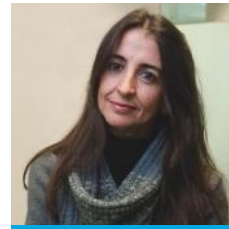
Julia  
Sattel

SVP,  
Airlines



Francisco  
Pérez-Lozao

SVP, Strategic  
Growth  
Businesses



Ana  
de Pro

Chief Financial  
Officer



Alex  
Luzárraga

Chief Strategy  
Officer



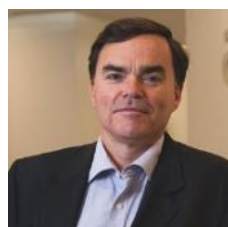
Wolfgang  
Krips

EVP, Global  
Operations



Sabine  
Hansen Peck

SVP, Human  
Resources,  
Communication  
& Branding



Tomas López  
Fernebrand

SVP, General  
Counsel &  
Corporate  
Secretary



Denis  
Lacroix

SVP,  
Core Shared  
Services R&D



Christophe  
Bousquet

SVP,  
Airlines R&D



Francois  
Weissert

VP, Chief  
Technology Advisor



Alexandre  
Cabaud

VP, Global  
Business Services

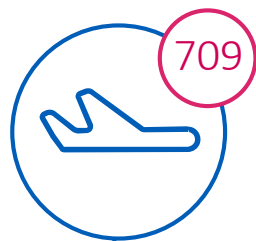
# Our ambition



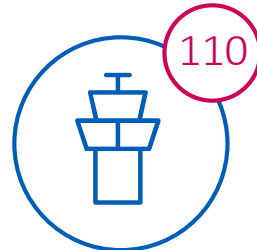
# Our customers



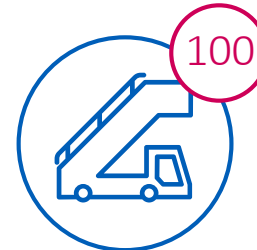
travel agencies and corporations, online and worldwide



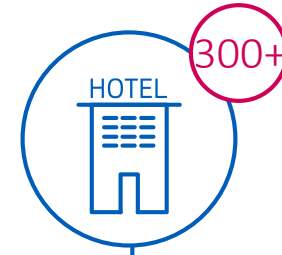
airlines



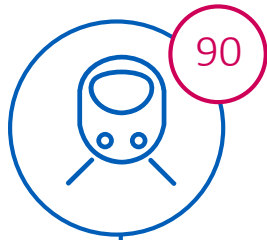
airport operators



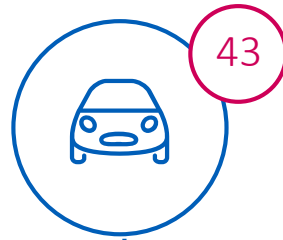
ground handlers



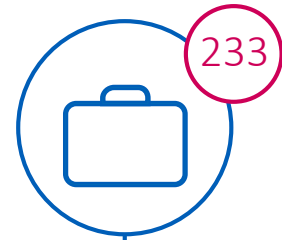
hotel chains



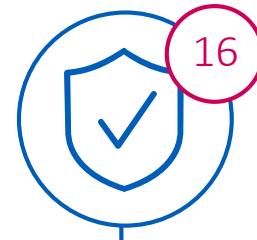
rail operators



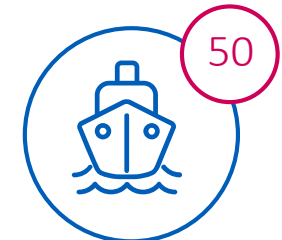
car rental companies



tour operators



insurance provider groups

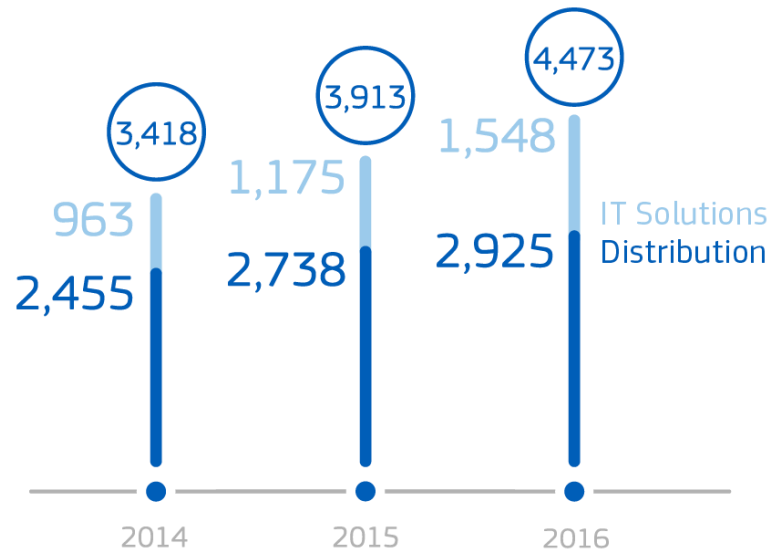


cruise and ferry lines

# Our strong complimentary results

Revenue breakdown  
(Figures in € million)

Revenue breakdown (figures in € million)



# Our commitment to innovation

## On-going research in:

- \_ Cloud-based architecture
- \_ Security
- \_ Massive data
- \_ Real-time analytics
- \_ Mobile

€4+ billion  
invested in R&D  
since 2004

40+  
research and  
development sites  
across the world,  
from Bangalore to  
Boston to Nice

Leading  
R&D  
investor  
In 2016 in the global  
travel and technology  
industry

# Our robust global operations

- Cutting-edge data centre with support across the globe
- World's largest data processing centre dedicated to the travel industry
- Scalable technology built on open systems and a service-oriented architecture

49+  
petabytes  
of storage

55,000+  
transactions  
per second  
(at peak)

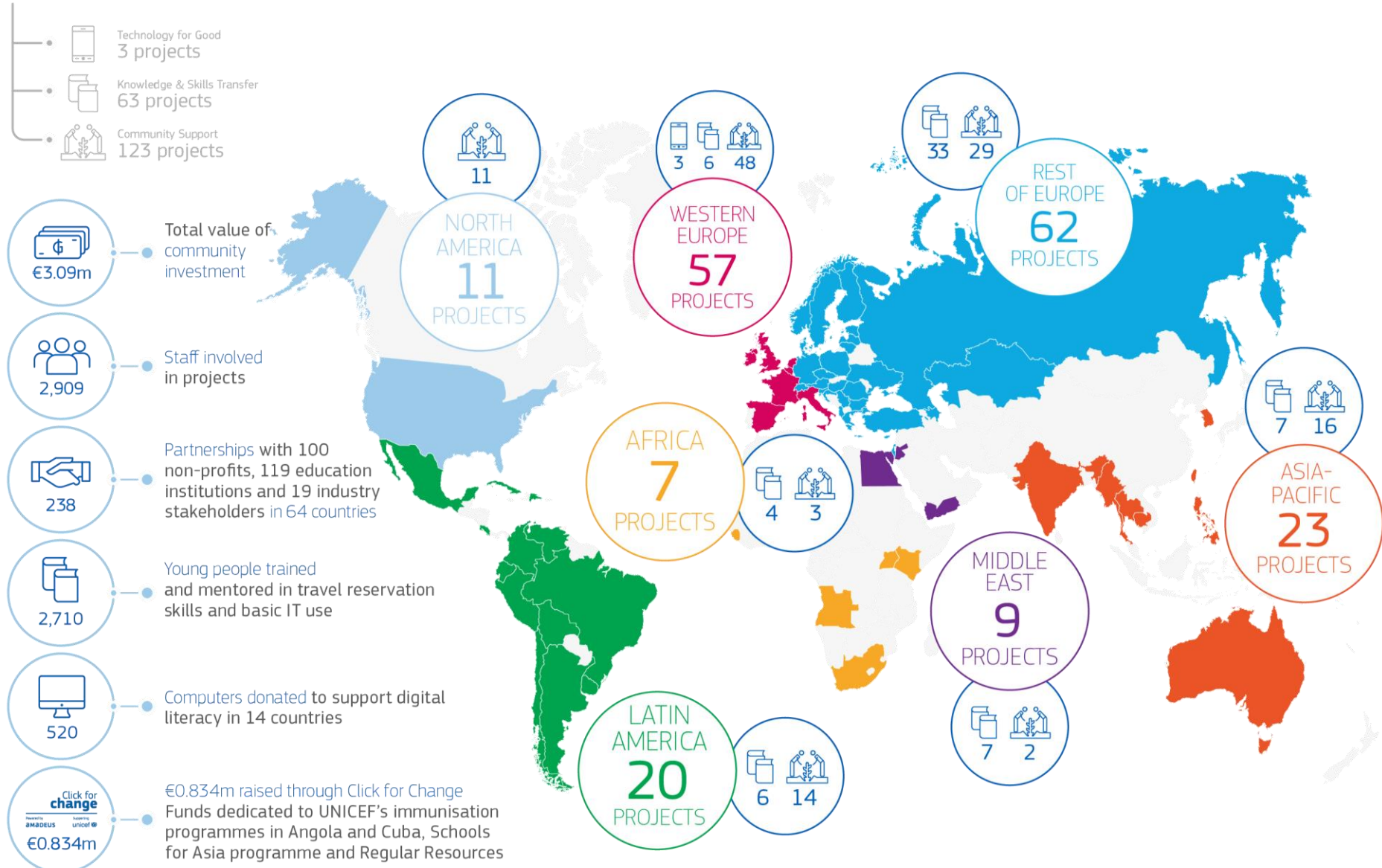
3.8+ bn  
transactions  
per day (at peak)





# Our corporate and social responsibility efforts

Contributing to local development through technology, people and global travel



- €3.09m** Total value of community investment
- 2,909** Staff involved in projects
- 238** Partnerships with 100 non-profits, 119 education institutions and 19 industry stakeholders in 64 countries
- 2,710** Young people trained and mentored in travel reservation skills and basic IT use
- 520** Computers donated to support digital literacy in 14 countries
- €0.834m** raised through Click for Change Funds dedicated to UNICEF's immunisation programmes in Angola and Cuba, Schools for Asia programme and Regular Resources

4.

## Our business

# What we do



## Connect

We help our customers connect to the travel ecosystem and grow revenues



## Manage

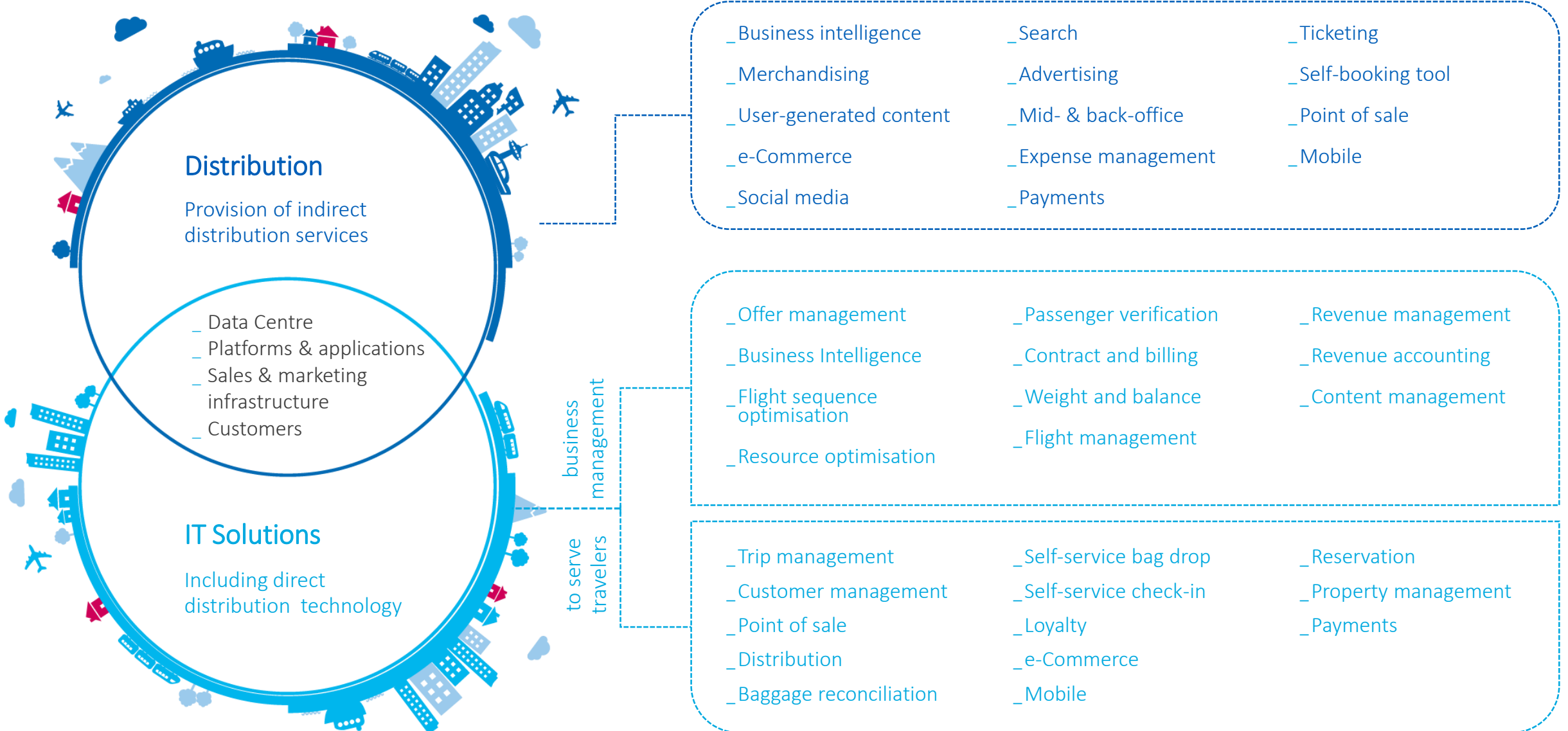
We help them manage operations more efficiently and reduce costs



## Serve

We help them serve travellers better and increase loyalty to their brands

# Solutions we offer



5.

The future

# How we see the future



## Personalised

Tailor-made experiences unique to the traveller's preferences



## Connected

A smooth, door-to-door experience

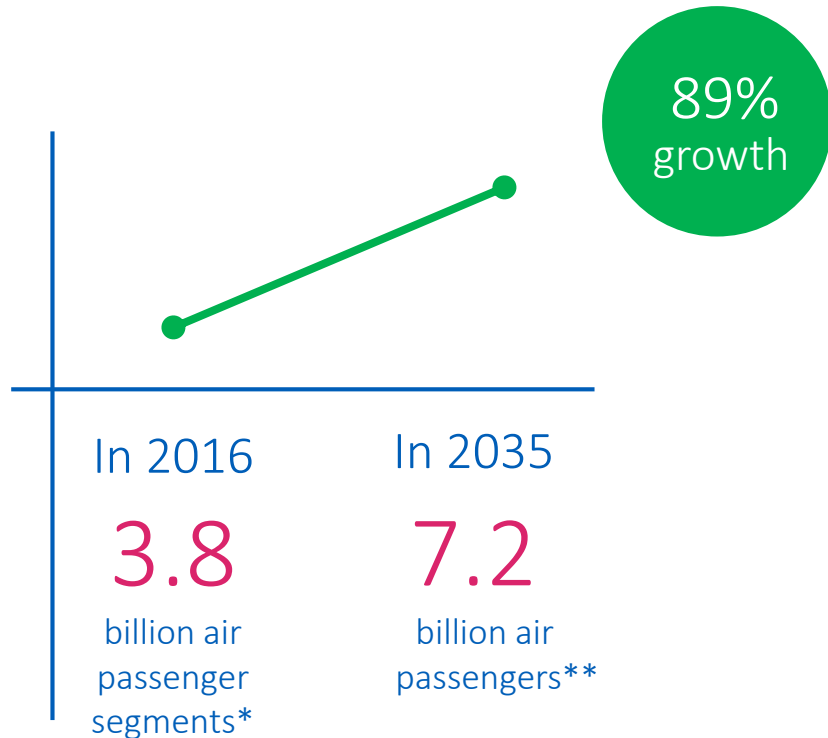


## Sustainable

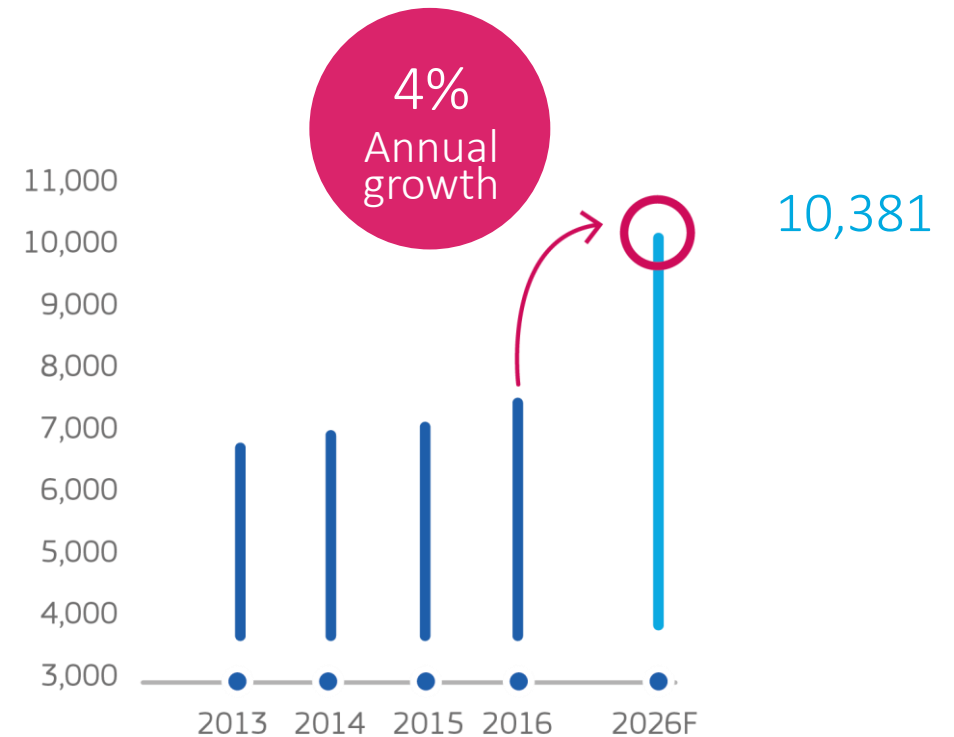
Economically, socially and environmentally responsible growth

# How travel will grow in the future

Projected growth in global air travel  
Domestic and international air passengers  
growth to 2035



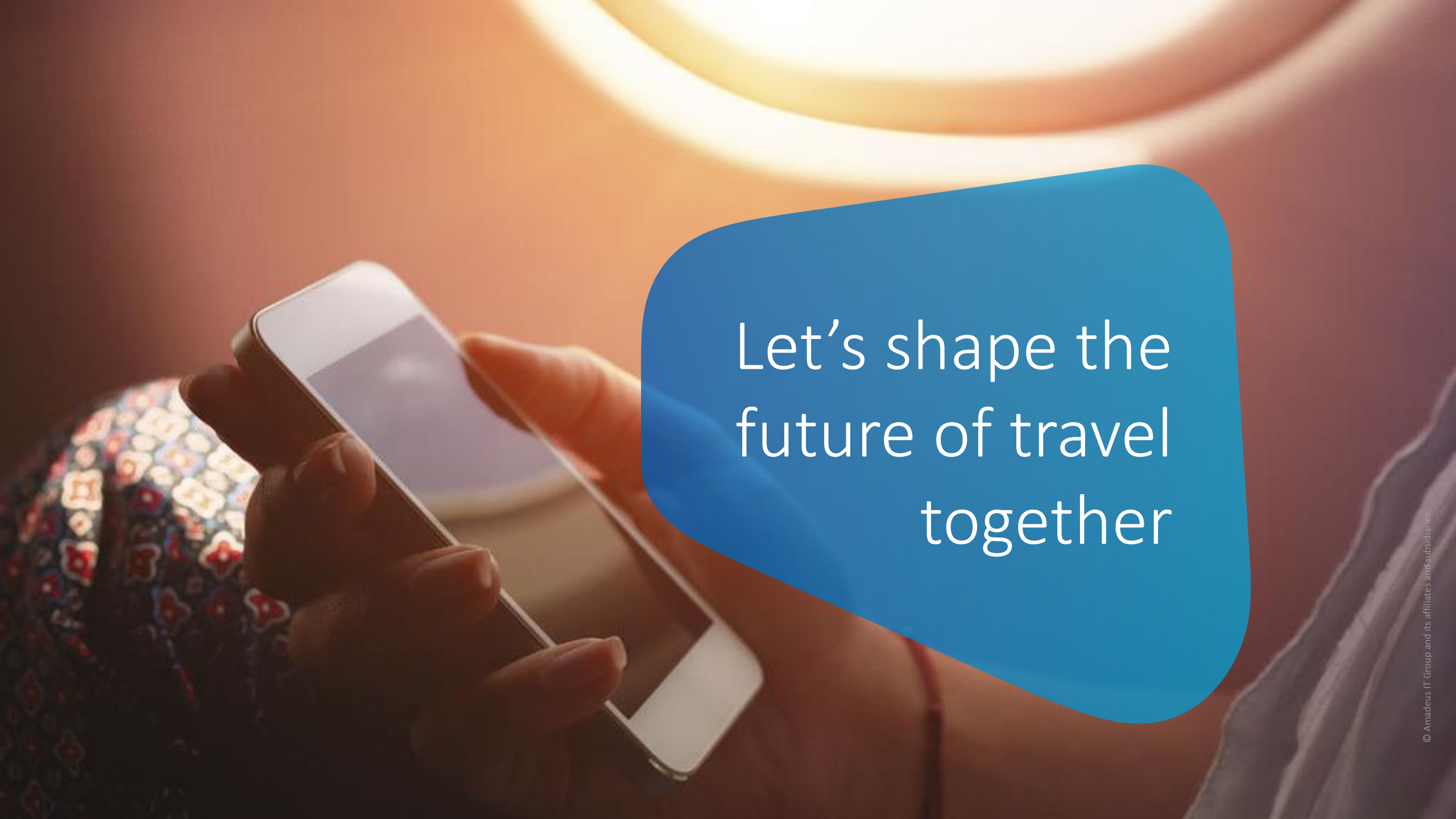
Total contribution of travel & tourism to global GDP  
(In € billions)



\*IATA 2016 Annual Review

\*\* IATA passenger growth forecast

WTTC Economic Impact World 2016

A hand holding a smartphone in front of a warm, glowing light source, with a blue text box overlaid.

Let's shape the  
future of travel  
together





Thank you!

