



Session 4: Information and Communication

Georg Langenberg,
Amadeus Airport IT
Braunschweig, October 16th, 2013

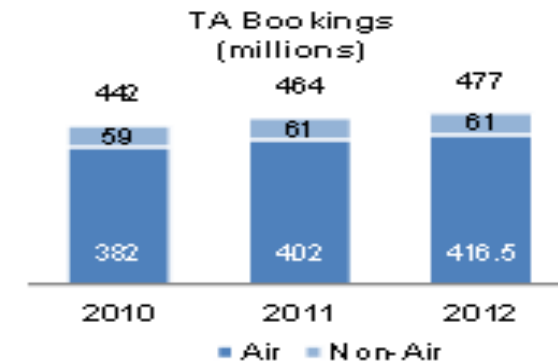


Amadeus solutions for airports

amadeus
Your technology partner

Amadeus Corporate overview

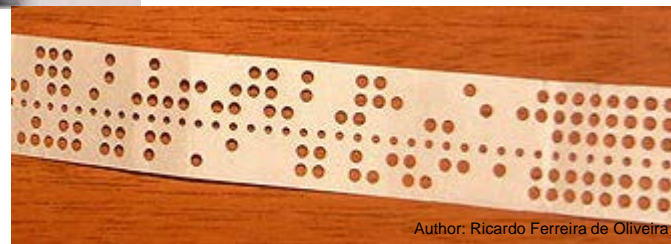
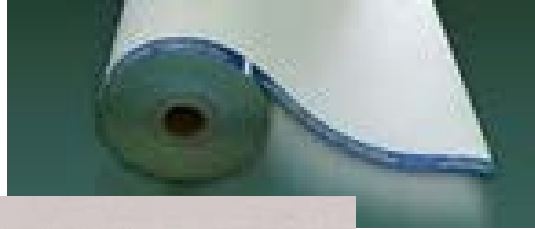
- Created in 1987 by Air France, Lufthansa, Iberia, and SAS and became the market leader in GDS
- Three main business activities:
 - Travel Distribution
 - Airline IT
 - Airport IT**
- Key figures:
 - Over **11,000** employees worldwide
 - Operating mission critical systems in more than **700** airports
 - Over **175 airport** experts in 6 geographical locations (Nice, Madrid, London, Munich, Bangalore, Dubai)
 - Number one Research & Development investor in Europe for the travel & computer services sector for the past two years
 - 16** R&D centres around the world
 - More than **120** airlines using Amadeus Altéa solutions
 - Already servicing top worldwide ground handlers
 - One of the largest data centres worldwide fully dedicated to travel, processing up to **1.6** billion transactions daily





ICT is about technology but more about enabling humans to assess, analyse, and draw conclusions about ever-increasing quantities of information and to share these with their colleagues across the network.

Yesterday

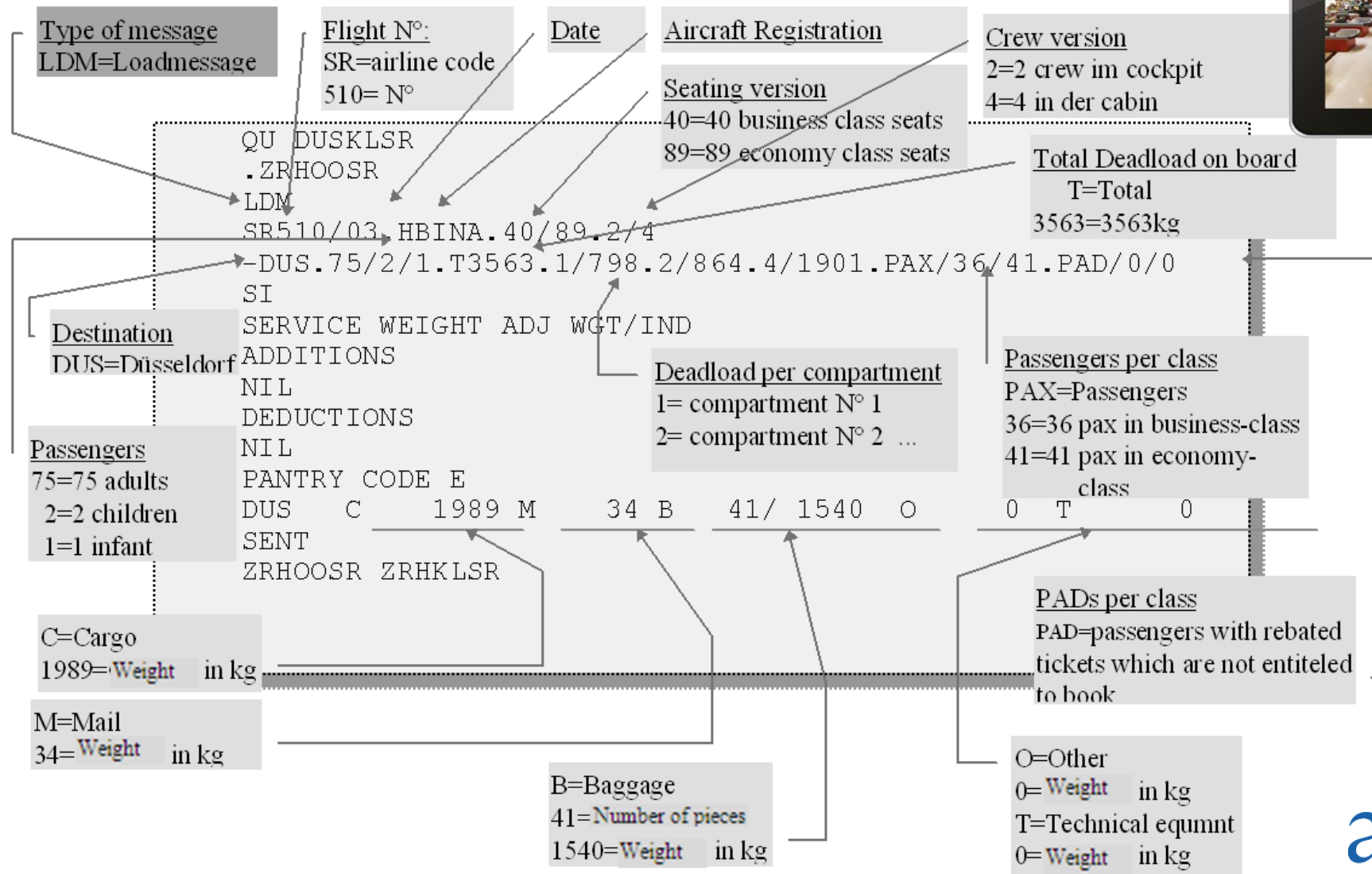


Yesterday

```
QU DUSKLSR
.ZRHOOSR
LDM
SR511/03.HBINA.40/89.2/4
-ZRH.75/2/1.T3563.1/798.2/864.4/1901.PAX/36/41.PAD/0/0
SI
SERVICE WEIGHT ADJ WGT/IND
ADDITIONS
NIL
DEDUCTIONS
NIL
PANTRY CODE E
ZRH   C   1989 M   34 B   41/ 1540   O   0   T   0
SENT
ZRHOOSR ZRHKLSR
```



Yesterday



Today



Amadeus Altéa Administration TST uat - Outbound Teletype Message Delivery Rule

File Tools Window Help

Outbound T... DBM

Outbound Teletype Message Delivery Rule

Actions Refresh Display Print... History

Search Criteria
Reference Data Airline: 7X, Client Application: Amadeus Altéa Departure Control, Rule Type Group: Departure Control Flight Management, Rule Type: Outbound Teletype Message Delivery Rule

Carrier	Market	Teletype Message Identifier	Terminal	Flight No Range	Day of Week	Effective From	Effective To
7X	WORLD	BGD					
7X	WORLD	CCD					
7X	WORLD	CGO					
7X	WORLD	CPM					
7X	WORLD	DGA					
7X	WORLD	DUO					
7X	WORLD	LDM					
7X	WORLD	FLI					
7X	WORLD	GLR					
7X	WORLD	LDM					
7X	WORLD	LIR					
7X	WORLD	NAP					
7X	WORLD	N3F					
7X	WORLD	N3P					
7X	WORLD	NOA					
7X	WORLD	NOF					
7X	WORLD	NTF					
7X	WORLD	NTP					

New... Update... Duplicate... Delete View Market View Flight Group Compare Rule

Outbound Teletype Message Delivery

Priority: QU

Recipients
LHRKL7X

New Row
Delete Row

Close

Connected: NCE1A0955, 1A, PMADONNA/SU (uat/st) 23/10/08 15:25 PM



ICT is about technology but more about enabling humans to *assess*, *analyse*, and *draw conclusions* about ever-increasing quantities of information and *to share* these with their colleagues across the network.

Information is needed in all areas

Ground handlers

"What's the load in the aircraft?"



Airport operators

"Where do I park the aircraft?"



ATM operators

"When will the flight be ready for start-up?"



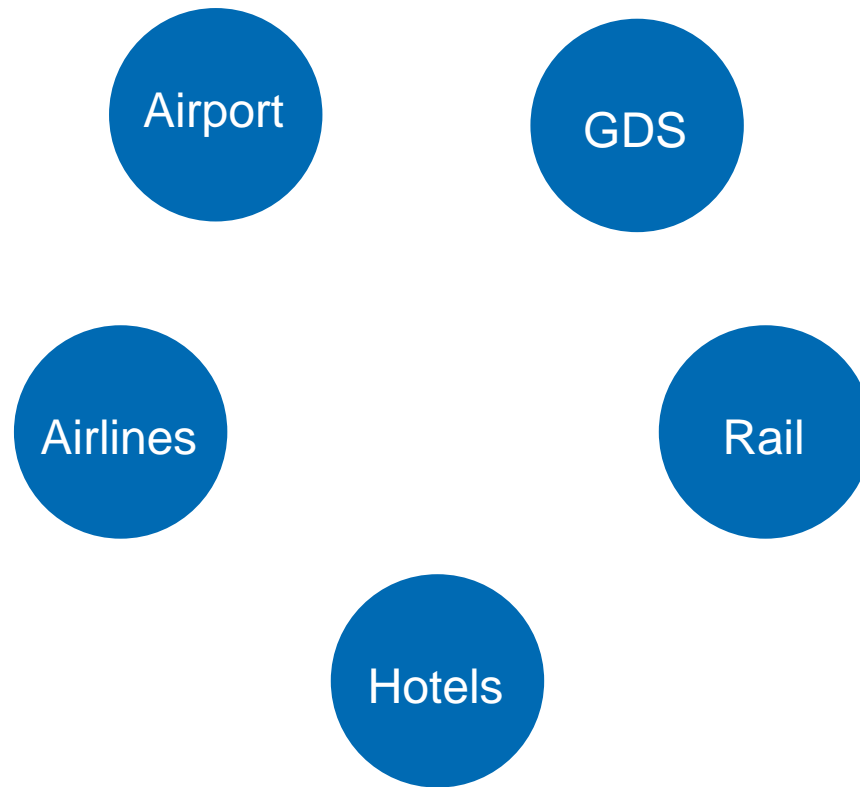
Airlines

"When will the service be completed?"

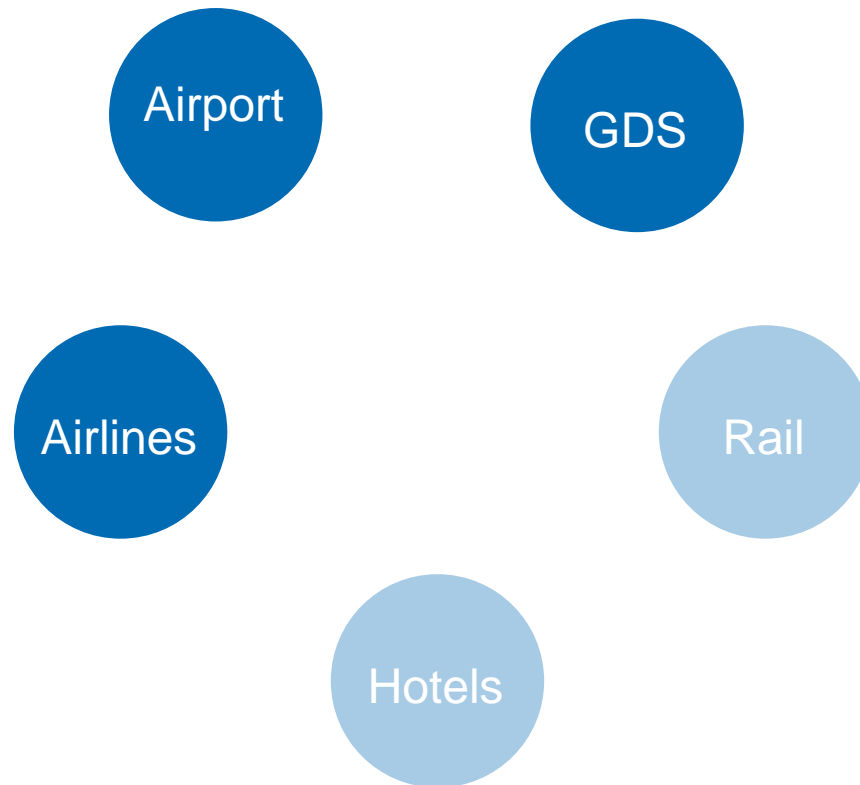


- Do I have the correct schedule info -- correct STD, correct A/C type, etc.
- How many transfer passengers are still missing ?
- Is all transfer baggage loaded ?
- boarding completed -- all passengers on board ?
- Pushback available or already at the aircraft ?
- Loading soon or already completed ?
- Has the flight already the start-up clearance ?
- What's about a slot time ?
- ...

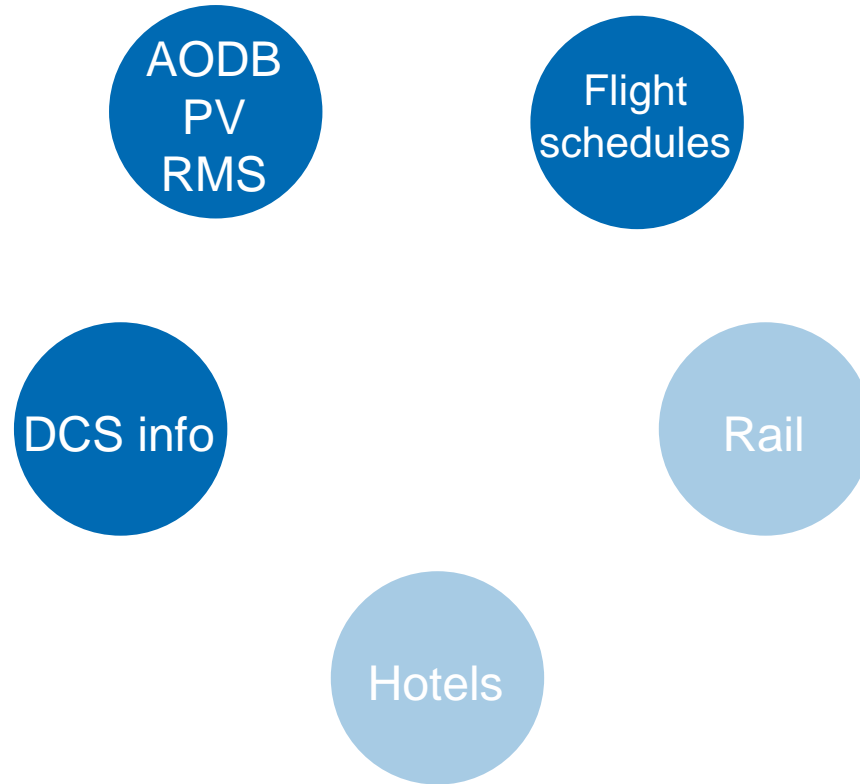
Actors in the travel chain



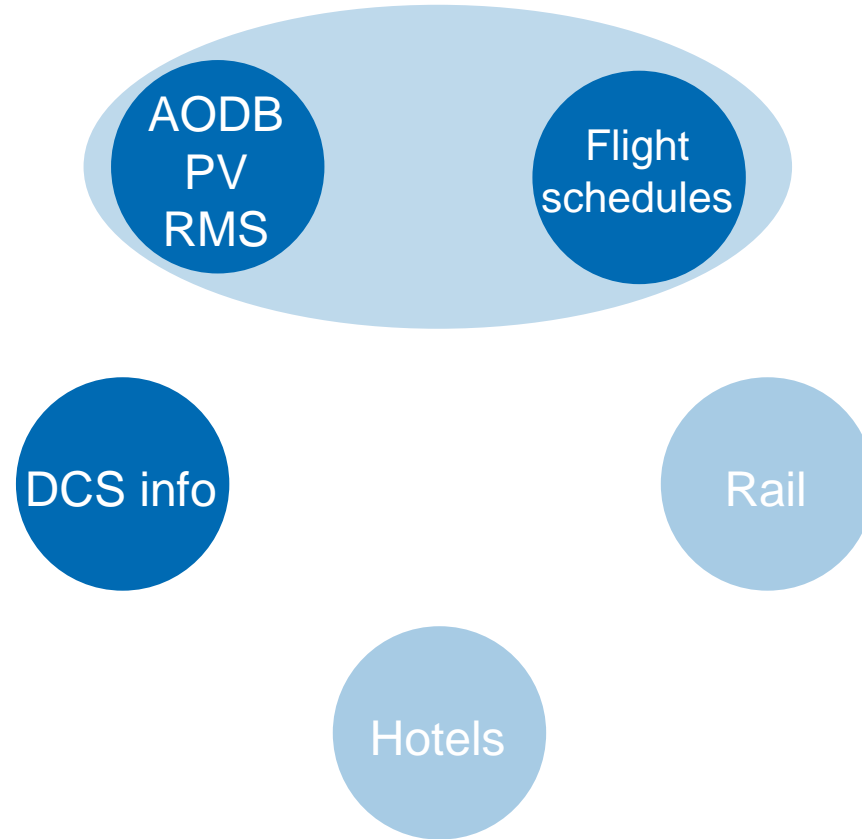
Actors in the travel chain



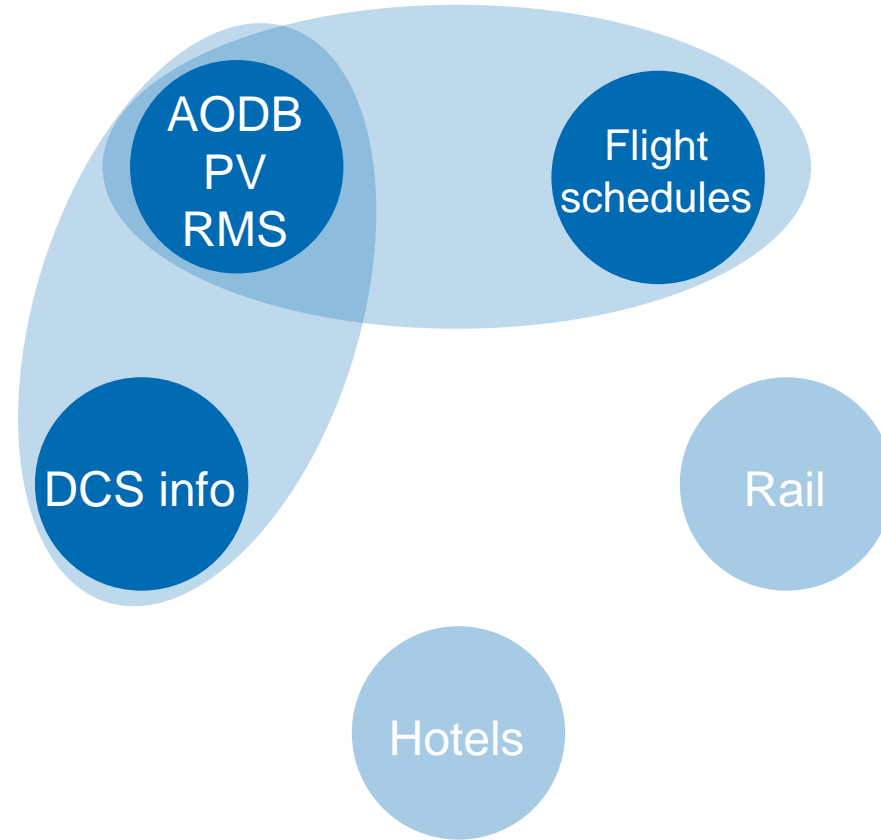
Information available in the actors' systems



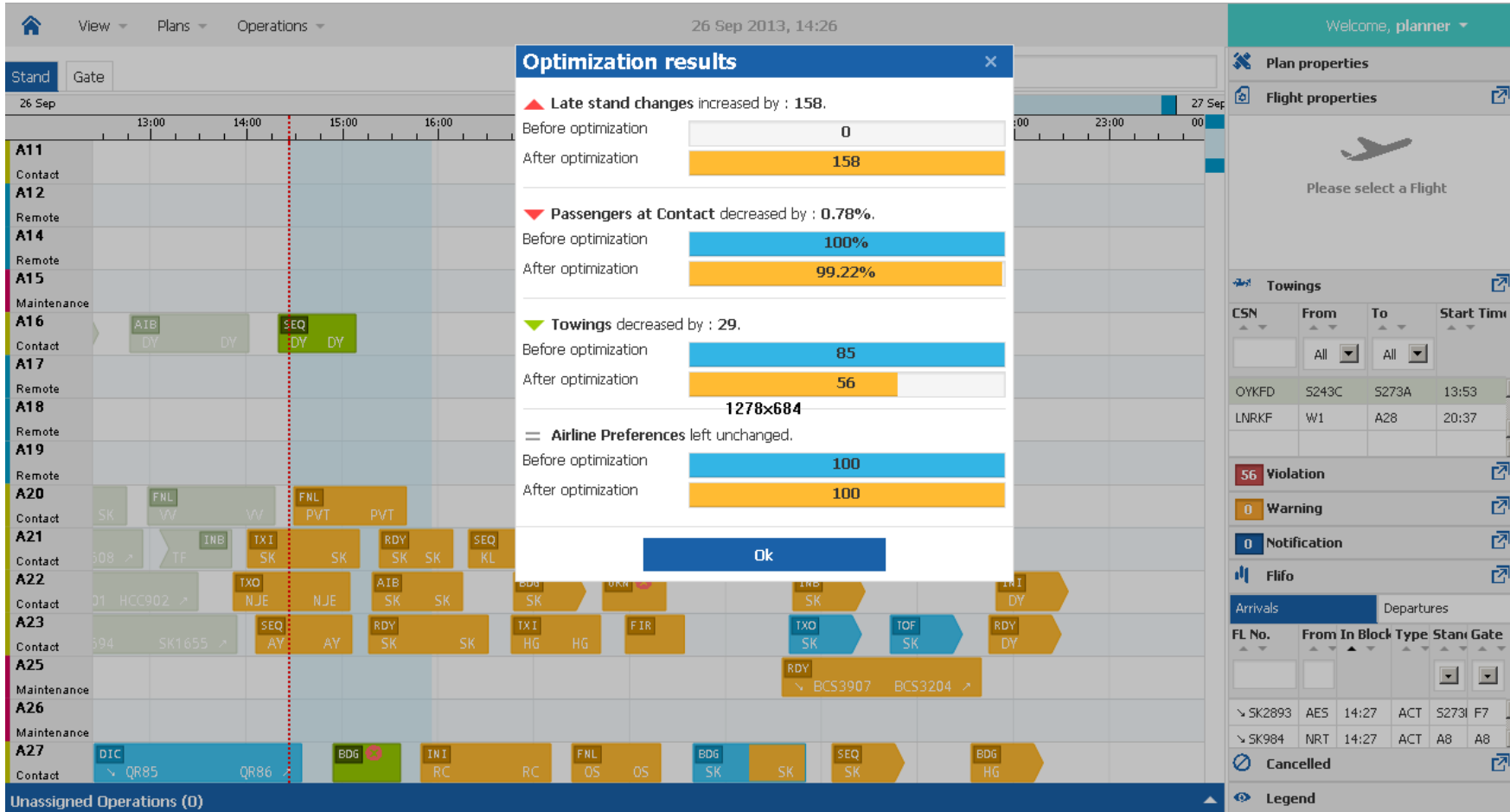
Information available in the actors' systems



Information available in the actors' systems



Multiple KPI Optimisation Result



For example: Errors and Warnings - Visual impact

Altéa Fly - Flight Management - Load Distribution

File Applications View Load Control Status Tools Help

Flight Information Deadload **Load Distribution** Fuel Passenger Documents Messenger

6X654 01JAN
LHR-CDG S1000 Z
73K ACARS

Area/Bay combination errors
Compartment 4 weight exceeded by 580
BPP 12 weight exceeded by 69

My Flights

- OF107 LAX -24:33
- OF107 LAX -128:33
- OF107 LAX -192:33
- OF107 LAX -80:43
- 6X654 LHR -803:43
- 6X987 LHR -803:43
- 6X789 FRA -803:43

Unlocated Load

Ext	ULD/Bulk	ULD Dest	Gross Wgt	Commodity	R	T	Priority

Autoload 6X Bags Fwd - 1Leg

Aircraft Deck: Apply Approve Distribution

Lower Deck: Create Load Unlocate Load

Messages

TIME	MESSAGE
02Feb06 11:16	TEST MSG
02Feb06 11:16	TEST MSG

LON1A0955, 1A, FSENEVIRAT/SU (FM_MIG/s)

Altéa Fly - Flight Management - Load Distribution

File Applications View Load Control Status Tools Help

Flight Information Deadload **Load Distribution** Fuel Passenger Documents Messenger

6X6021 17NOV
SYD-NRT S1630 D
744 6XGB-YGA ACARS

Area/Bay combination errors
Compartment 1 weight exceeded by 90
BPP 52 weight exceeded by 312

My Flights

- OF6943 DRW -784:29
- OF6018 CDG -785:44
- OF6943 GOV -786:29
- OF6018 SIN -812:44
- OF6018 SIN -836:44
- OF6047 DRW -869:59
- OF6047 GOV -871:54

Unlocated Load

Ext	ULD/Bulk	ULD Dest	Gross Wgt	Commodity	R	T	Priority	DG/SL	Next Flt/Dest

Autoload 6X Bags Aft - 1Leg

Aircraft Deck: Apply Approve Distribution

Lower Deck: Create Load Unlocate Load

Messages

TIME	MESSAGE

LON1A0955, 1A, FSENEVIRAT/SU (FM_MIG/s) Units of Weight: Kg

GO LO AI BI LIR 0 PRV 0 15:31

Display all errors indicate severity

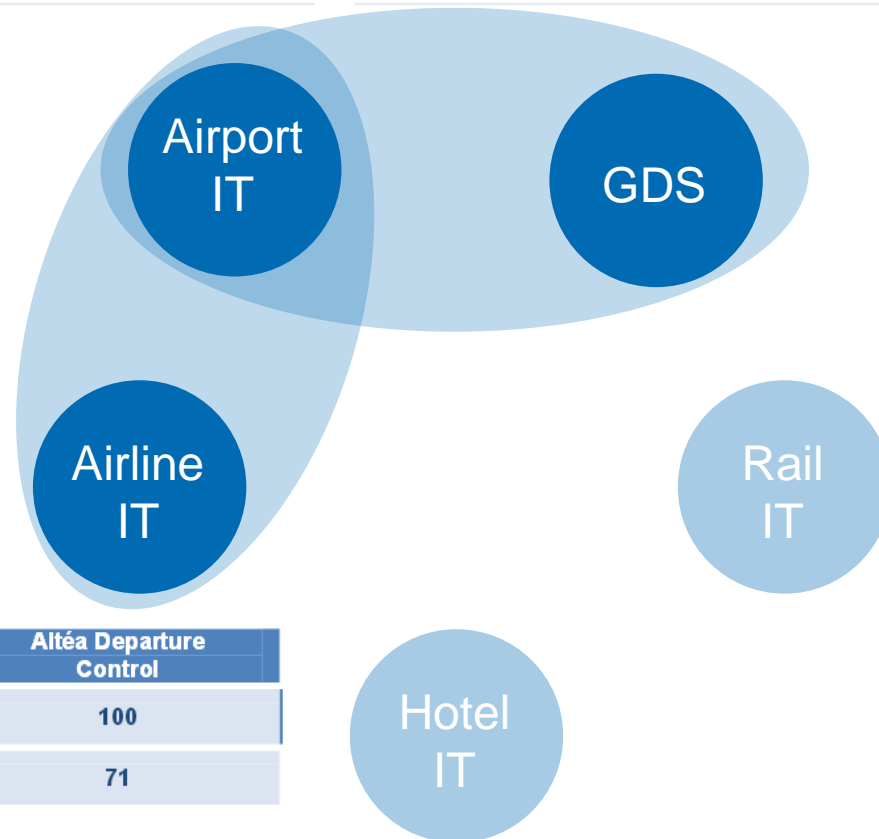
Dynamic impact assessment



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Amadeus is working on IT

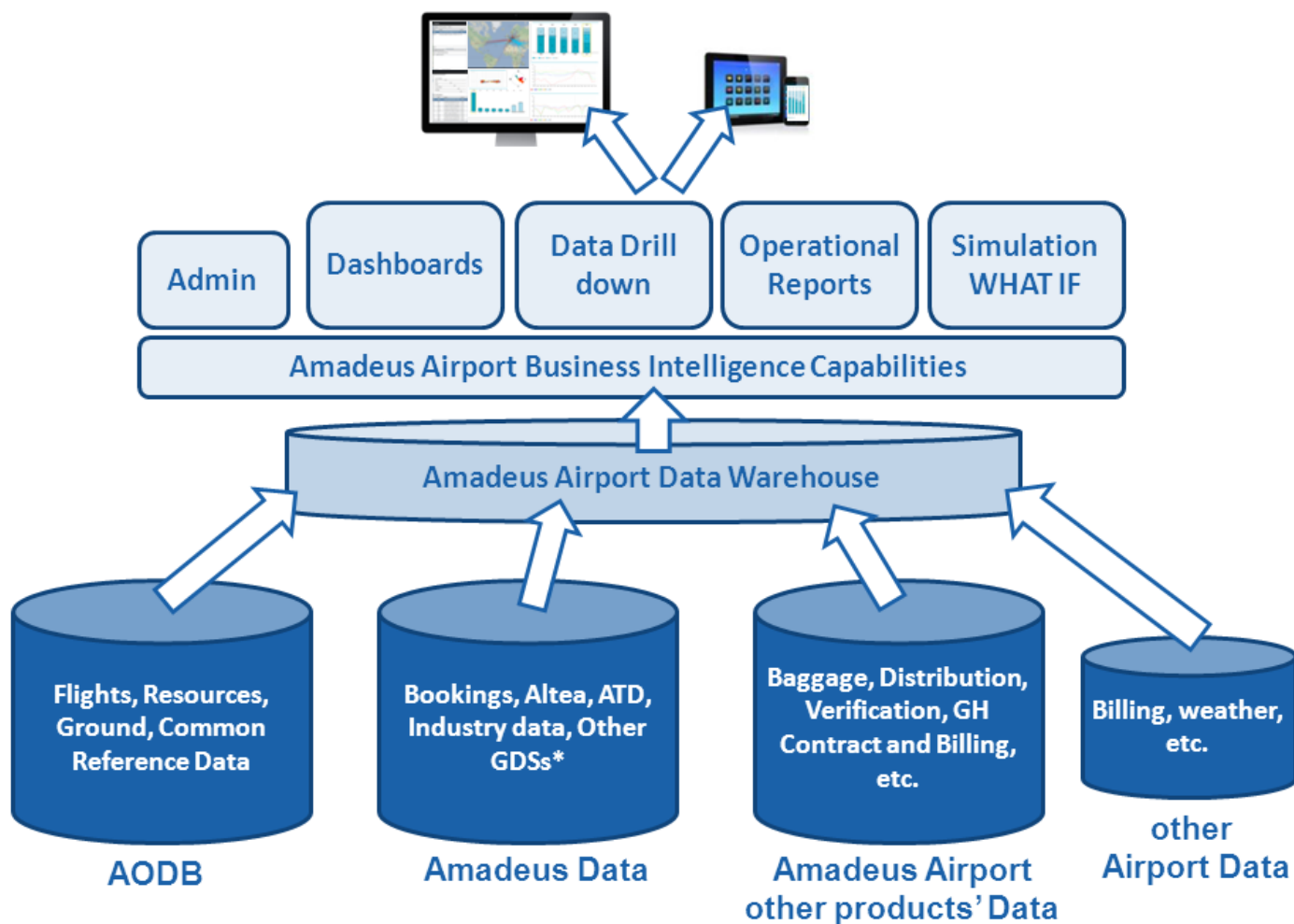
Travel agencies & airline sales offices		Airline distribution customers	
Travel agency locations	93,000	Airlines storing flight schedules	707
Airlines sales office locations	70,000	Airlines bookable, including 70 low cost carriers	423



	Altéa Reservation and Inventory	Altéa Departure Control
Airlines contracted	116	100
Airlines implemented	108	71



Amadeus Airport Business Intelligence



*With the appropriate permission of the data owner





Thank you very much for your attention!

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