



aMADEUS[®]

Who we are

Amadeus is a world-class technology company focused on keeping the travel industry moving.

We do this by connecting you with other key industry players and providing innovative solutions that help you better serve your clients and manage your business. Together with our customers and partners, we empower amazing travel experiences for millions of people each year.

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OUR STORY

A technology leader is born

In 1987, Amadeus was created to solve a common problem shared by airlines: how to help travel agents sell international seats easily and cost-effectively in real time. We created the solution, and our global distribution system (GDS) was born. Today, Amadeus has expanded into e-commerce and IT, serving 195 countries and processing more than 1.6 billion data requests per day.

Distribution: connect and unite

For travel providers, we help you extend your reach, making your content available through all channels. For travel sellers, we provide real-time access to the richest, most relevant travel content.

IT solutions: empower and elevate

Amadeus technology powers more than 260 airline websites, and improves business performance for a growing number of hotel chains and rail companies. And our airport IT solutions automate processes for more than 125 airlines flying 600+ million passengers each year.





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VALUES



Four key principles

Customers first

Through avenues such as our new-era Boston Research & Development Center, Amadeus fosters a culture of innovation, helping travel companies of all sizes find success in the growing North American region and beyond.

Taking responsibility

Social responsibility is a major part of our footprint. That's why we've joined forces with UNICEF and our travel industry partners to support education and provide vaccinations for the world's most vulnerable children.

Working together

People are our greatest asset, and the diversity of our 2,000-member workforce enriches the company and gives us a truly global perspective.

Aiming for excellence

The Amadeus Data Center is a perfect model of our operational excellence. Its 5,000+ servers offer future-proof technology, handling up to 1 billion transactions each day.



BEYOND



Reimagining the travel experience

At Amadeus, we're passionate about working with our customers to shape a more rewarding travel experience through our solutions, search technology and three core tenets: connect, serve and manage.

Connect

We help you grow your business by creating a community that connects you with other players in the travel marketplace.

Serve

We help you differentiate yourself, allowing you to serve travelers in a more personalized, engaging and efficient way.

Manage

Through our technology solutions, we help you reduce costs, optimize processes, generate greater revenues and more effectively manage your travel business.

ILLUMINATE



Let's shape the future of travel *together*

We strive to understand the travel industry's changing dynamics, ultimately helping you prepare for the future. Our report, *Future Traveller Tribes 2030: Understanding Tomorrow's Traveller*, defines six emerging "traveler tribes": Social Capital Seekers, Cultural Purists, Ethical Travelers, Simplicity Searchers, Obligation Meeters and Reward Hunters. Although each tribe has unique needs, they seek more personalized, connected and sustainable experiences.

Light the way

Personalized

Travelers will expect unique travel experiences – shaped by their personal preferences. And they will want them at the click of a button on their mobile device of choice.

Connected

Travelers will expect a seamless door-to-door travel experience. And if a disruption occurs, they will expect to be well informed about the consequences.

Sustainable

Travelers will care about the environmental and social impact of their trips. And they will expect us (those who make travel happen) to show that we care, too.

Locations in North America

Atlanta, Ga. – Hotel IT

Boston, Mass. – Research & Development Center

Chicago, Ill. – Commercial office

Dallas, Texas – Airline IT

Miami, Fla. – Shared Resources Center

Orlando, Fla. – Airline IT

Portsmouth, N.H. – Hotel IT

Toronto, Ontario – Commercial office

Tucson, Ariz. – Revenue Management

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Amadeus North America

