

Amadeus Emergency Services Assures Connectivity for Travel Agencies When Severe Weather Threatens

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Agencies can subscribe immediately to assure access to critical information and connectivity to the Amadeus System in the event of unplanned service outages

With hurricane season underway and Tropical Storm Fay approaching the U.S. coastline, Amadeus is reminding U.S. travel agencies that they can plan ahead and prepare to manage potential technical interruptions to their business and to their ability to serve their customers in times of crisis.

"Because of severe weather, natural events and other circumstances, travel agencies can unexpectedly find their businesses severely disrupted or even displaced," said Owen Wild, Marketing Director, Amadeus North America. "By subscribing to Amadeus Emergency Services, agencies have the peace of mind in knowing they will be able to remain operational until the crisis is over."

Wild said Amadeus has a significant number of agency customers in Florida as well as throughout the Southeast who are in the forecasted path of Tropical Storm Fay. Those agencies could potentially see their business operations disrupted, thereby impacting their ability to serve their customers and potentially costing them substantial revenue.

With Amadeus Emergency Services and any Windows-compatible PC with Internet access, travel agencies have temporary, instant access to the Amadeus System as well as to additional links including news, updates and information on emergency planning and preparation.

Launched in 2006, Amadeus Emergency Services addresses the needs of travel agencies in the U.S. and Canada to safeguard their business from being impacted by a natural or man-made service interruption.

Key features of Amadeus Emergency Services include:

- Temporary emergency access to the Amadeus System

Affected agencies can gain access via a Web Terminal from any PC with Internet connectivity, allowing them to perform basic functions such as making new bookings, modifying bookings and e-ticketing.

- Critical news and updates

This feature helps agencies keep in touch with Amadeus during significant service events for alert messages and notifications. Agents are able to view timely information on the current status and any temporary solutions.

- Emergency preparation tips

Agencies can access specific information on how to prepare and/or plan for a major natural or man-made disaster concerning equipment, software, and important documentation. Critical emergency information is just a click away via links to Airlines Reporting Corporation (ARC), AgentNet, Federal Emergency Management Association (FEMA), The Small Business Association, National Oceanic Atmospheric Administration (NOAA) Disaster Prevention and more.

Travel agencies can subscribe to Amadeus Emergency Services for only \$20 per month per location, which includes access to the Web Terminal for up to 72 hours per month. Amadeus travel agencies should contact their Amadeus Sales Representative or, to subscribe immediately, they can register at www.us.amadeus.com/extranet, click on the "Amadeus Emergency Services" link, and then on the "Join Amadeus Emergency Services" icon.

About Amadeus

Amadeus is the chosen technology partner for providers, sellers, and buyers of travel. The company provides distribution, IT and point-of-sale solutions to help its customers adapt, grow and succeed in the fast changing travel industry. Customer groups include travel providers (airlines, hotels, car rental companies, railway companies, ferry lines, cruise lines, insurance companies and tour operators), travel sellers (travel agencies) and travel buyers (corporations and travelers). Solutions are grouped in four solution categories - Distribution & Content, Sales & e-Commerce, Business Management and Services & Consulting.

Amadeus has central sites in Madrid (corporate headquarters & marketing), Nice (development) and Erding (Operations - data processing centre) and regional offices in Miami, Buenos Aires and Bangkok. Amadeus maintains customer operations in 76 countries covering more than 215 markets. Amadeus employs over 7,800 employees worldwide, representing 95 nationalities.

More information about Amadeus is available at: www.amadeus.com

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