Device independence within Amadeus

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Agenda

- Amadeus mission
- Device independence today
- Device independence tomorrow

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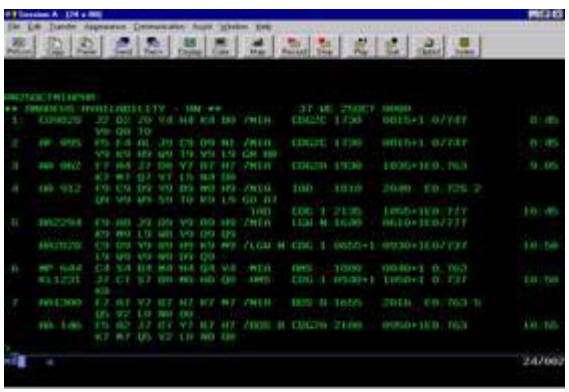
Amadeus Mission – 1/3

Amadeus is a reservation system (CRS):

- **Travel agencies and airlines.**
- **Flight, Car, Hotel, Tours … bookings**
- **200 000 terminals connected worldwide.**
- **Travel agents rely on standard desktop computers.**



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Amadeus Mission 2/3

- **Amadeus is a technology provider:**
  - **Airlines and airports.**
  - **Inventory/Check-in applications.**
  - **Airports and airlines rely on standard desktop computers.**

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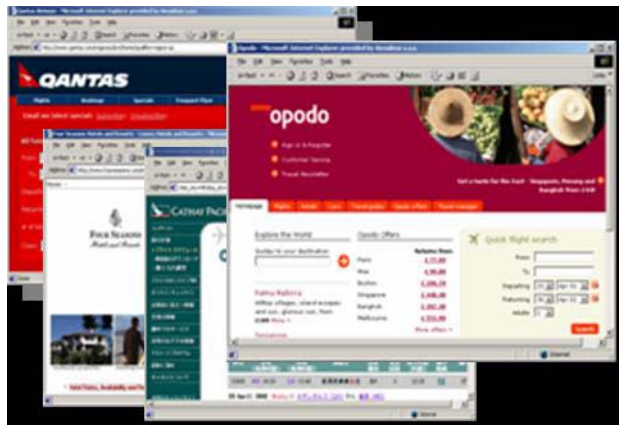
Amadeus Mission 3/3

- **Amadeus is an e-Commerce player**
  - **Online distribution.**
  - **Airlines, Agencies and Amadeus web sites.**
  - **Access from standard desktop.**
  - **Access with other devices becomes relevant.**



opodo
2100 agency sites
millrun.com
eDreams
Rumbo
www.rumbo.com

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CATHAY PACIFIC
VARIG
FINNAIR
130 airline sites
JAL
QANTAS
Thai
IBERIA
AIR FRANCE
SAS

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Device Independence Today 1/7

- **Online distribution represents a multi-access devices channel.**
- **Flight information, pricing and trips checking are available on standard devices as well as on WAP devices .**

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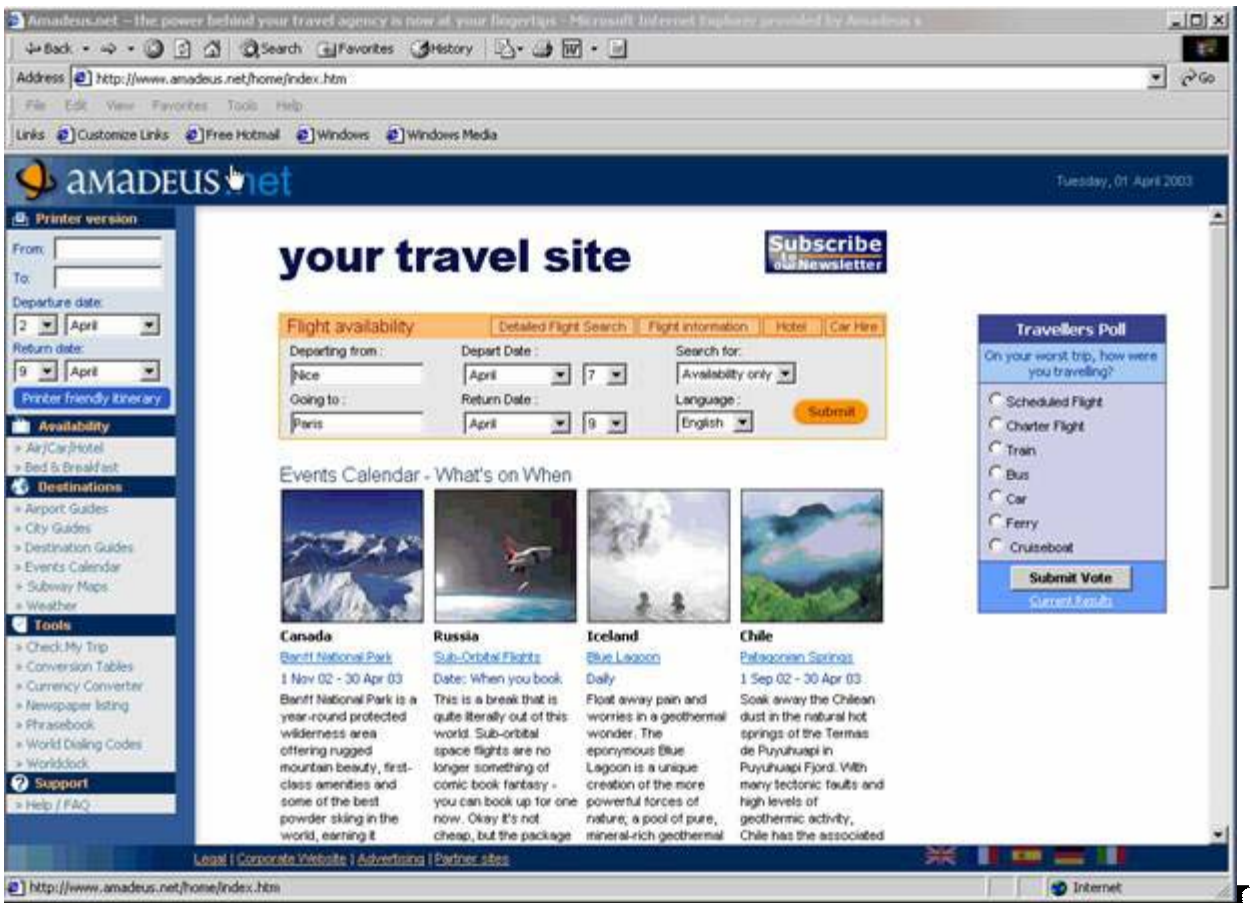
Device Independence Today 2/7

- Flight/Pricing info on standard interface



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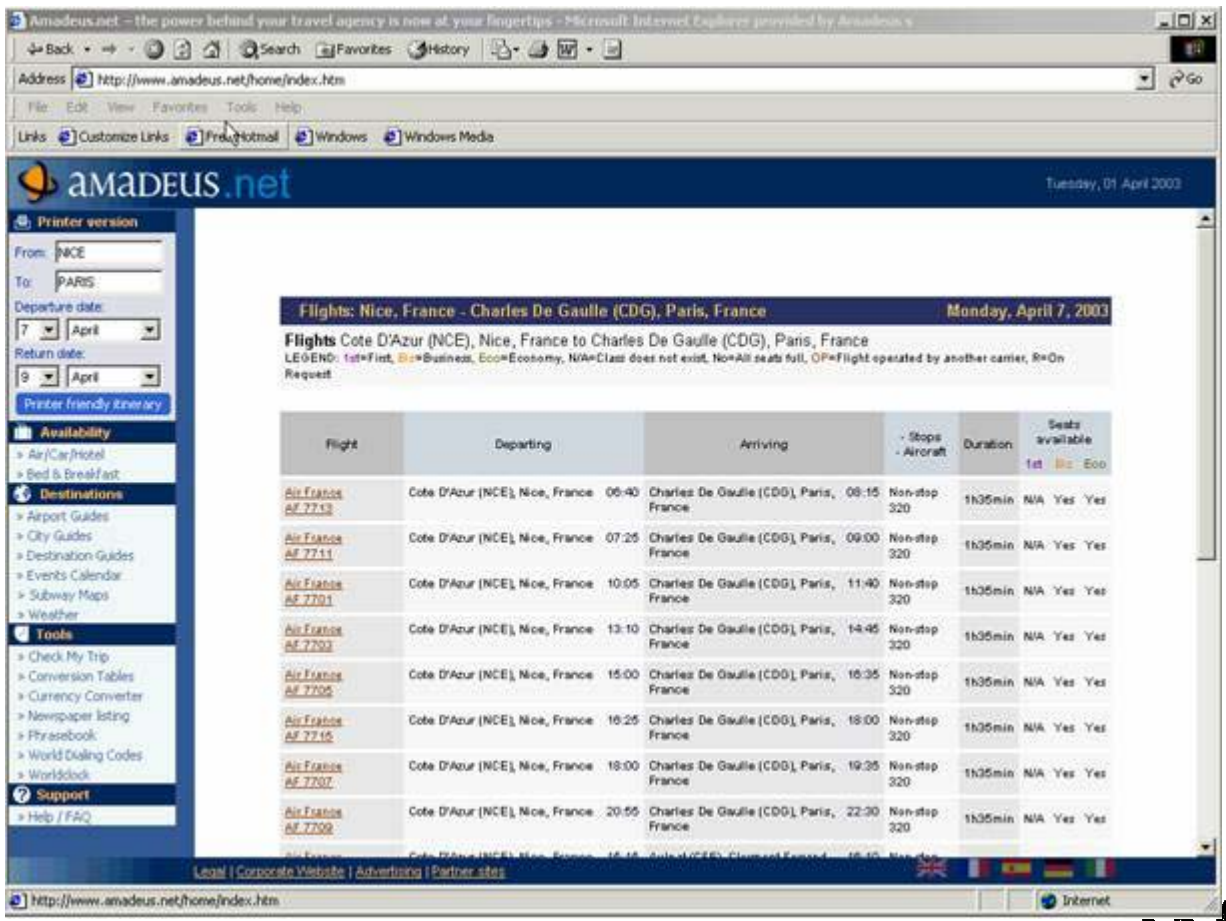
Device Independence Today 3/7

- Flight/Pricing info on standard interface



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Device Independence Today 4/7

- Flight info on WAP interface

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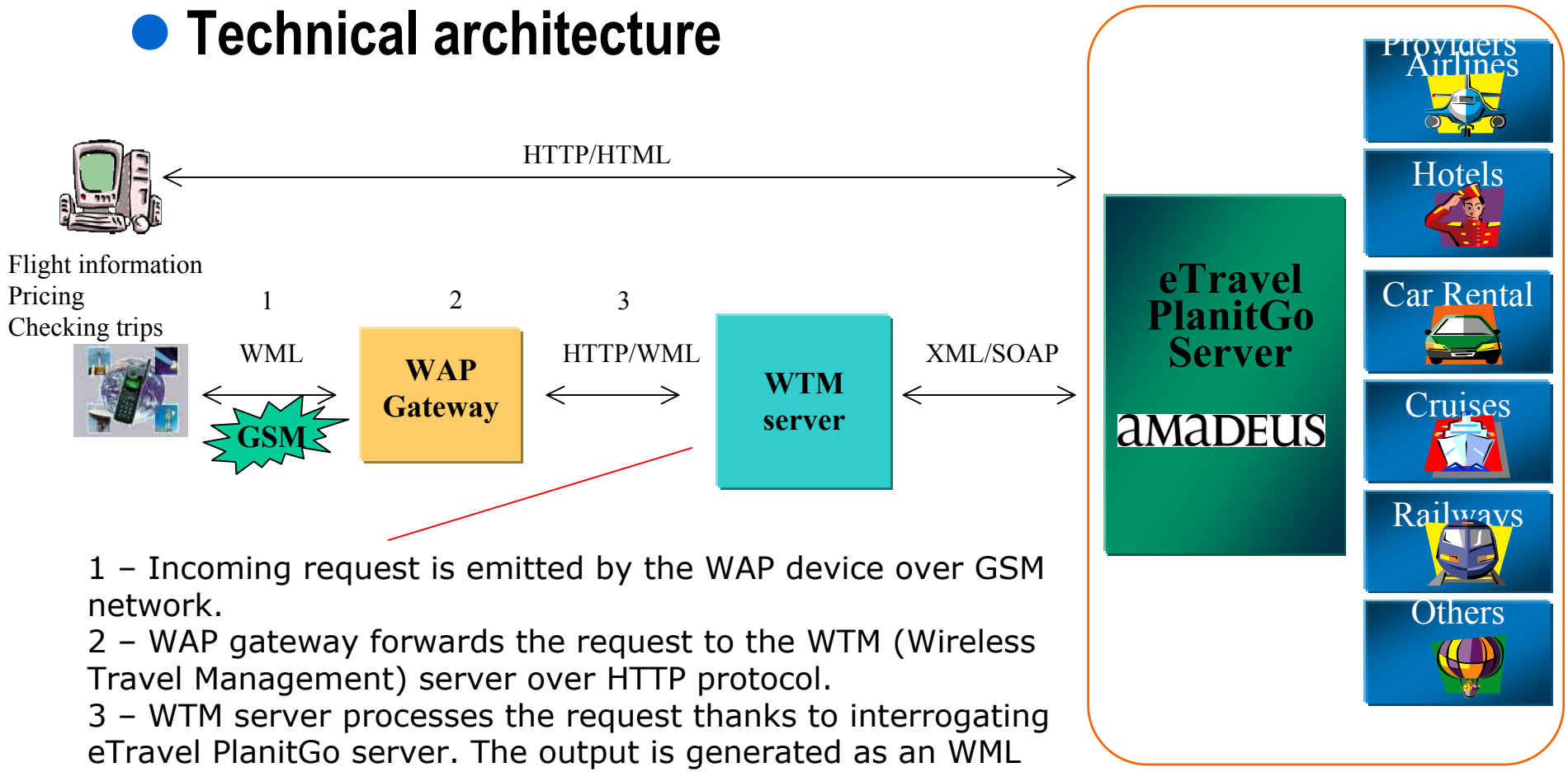
Device Independence Today 5/7

- **Technical architecture**



1 – Incoming request is emitted by the WAP device over GSM network.
2 – WAP gateway forwards the request to the WTM (Wireless Travel Management) server over HTTP protocol.
3 – WTM server processes the request thanks to interrogating eTravel PlanitGo server. The output is generated as an WML page and sent to the WAP gateway.

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Device Independence Today 6/7

- Adapting the content layout to the specificities of each phone

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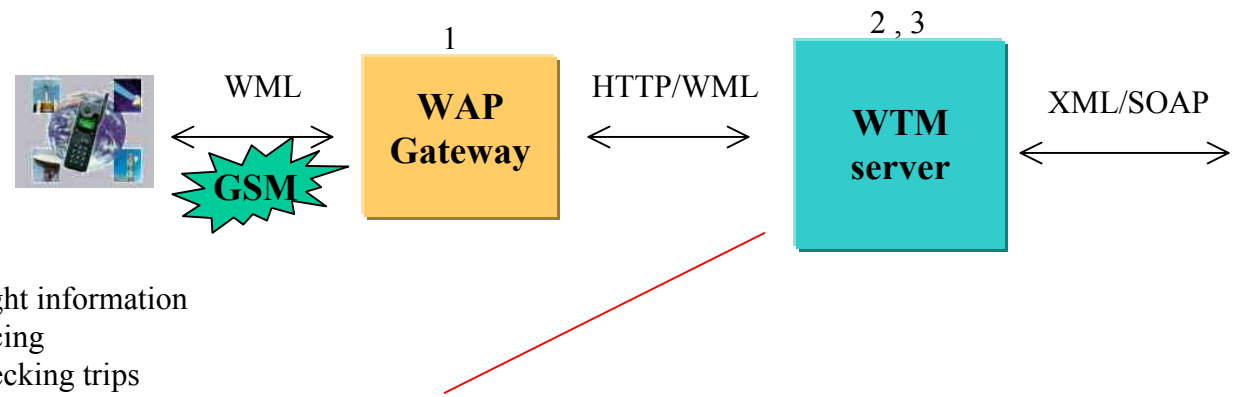
Device Independence Today 7/7

- **Adapting the content layout to the phone specificities**



1 – The type of device is provided to the WTM server by the WAP gateway thanks to using the "User-Agent" HTTP header.
2 – WTM server maintains a repository containing a set of XSL style sheets adapted to each device specificities.
3 – WTM server selects the proper XSL style sheet depending on the device and apply it on the content received by eTravel PlanitGo server to generate the WML page.

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Device Independence Tomorrow 1/6

- **Services under prototyping**
  - **Virtual check-in in airports**
  - **Geo-location based reservation**

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Device Independence Tomorrow 2/6

- **Virtual check-in services in airports:**
  - **Accessible from WAP and PDA devices.**
  - **Addressed to end-consumers.**
  - **Developed in partnership with MBDS.**
  - **Presented in Nice airport during the GSM congress in February 2003.**
  - **Should be extended to tablet PC for mobile airline agents (first class or lounge check in).**

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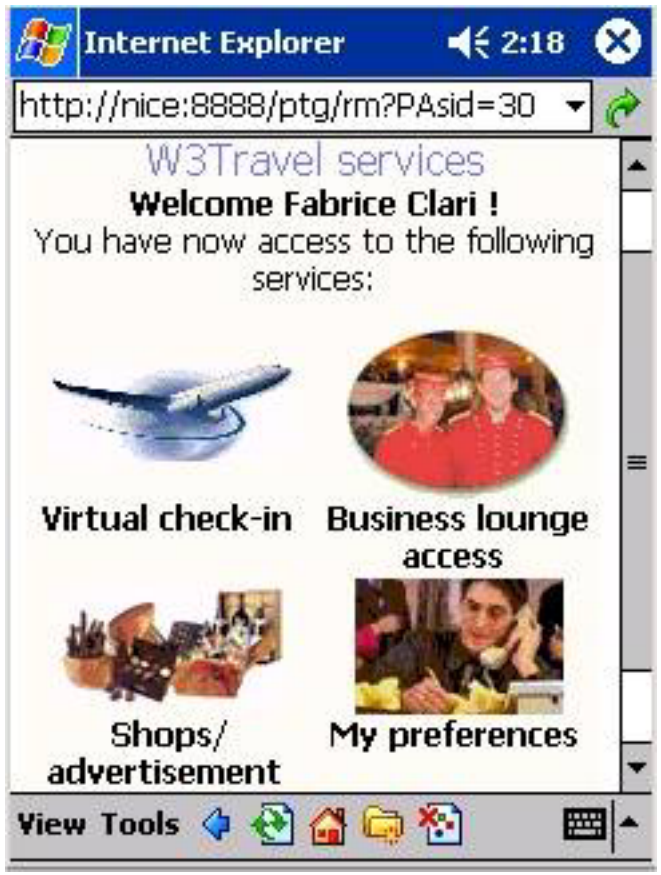
Device Independence Tomorrow 3/6

- Authentication (1)

- Access to portal (2)



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Device Independence Tomorrow 4/6

- Check-in (3)

- Confirmation (4)

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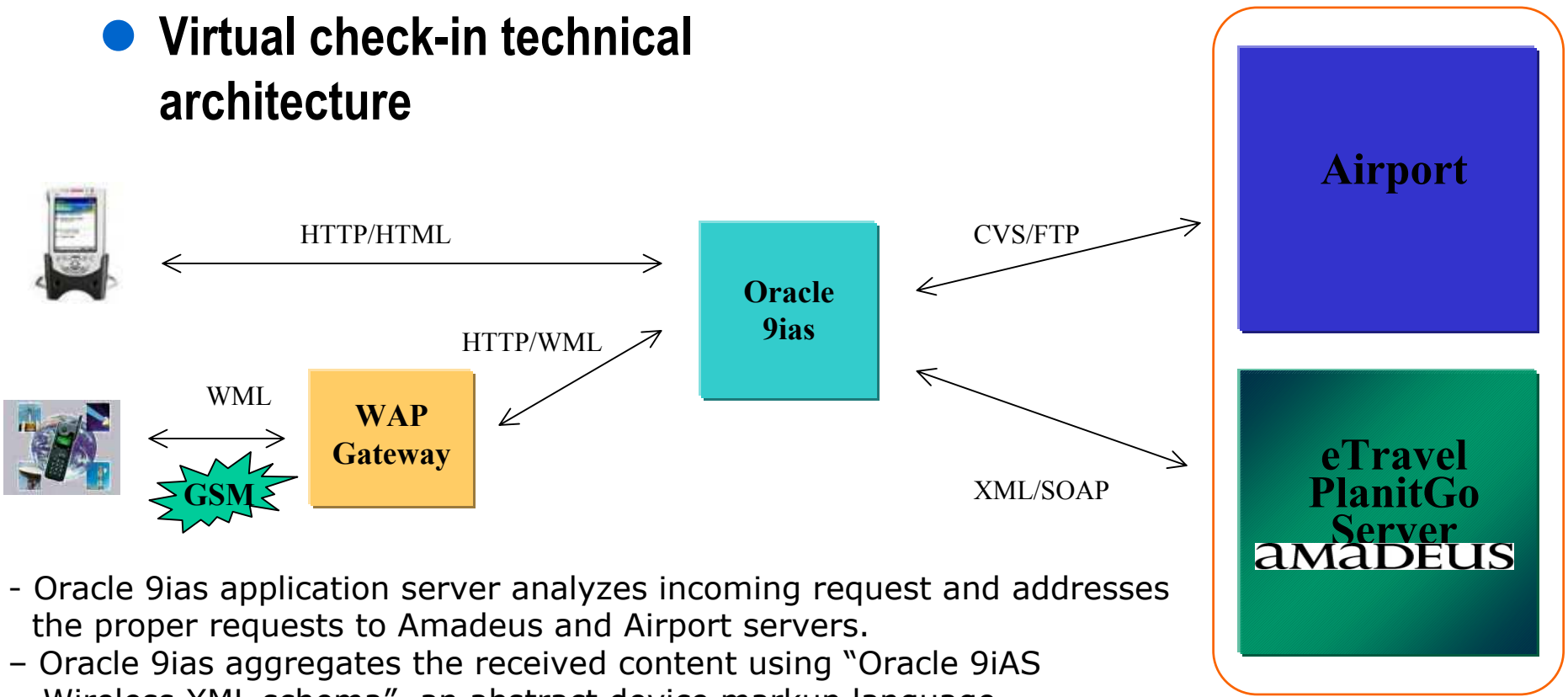
Device Independence Tomorrow 5/6

- **Virtual check-in technical architecture**



1 - Oracle 9ias application server analyzes incoming request and addresses the proper requests to Amadeus and Airport servers.
2 – Oracle 9ias aggregates the received content using "Oracle 9iAS Wireless XML schema", an abstract device markup language.
3 – Oracle 9ias generates the proper output (WML, HTML…) that is fully adapted to the device specificities. This operation is performed with XSL style sheets.

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Device Independence Tomorrow 6/6

- **Geo-location based reservation services**
  - **Accessible from PDA device**
  - **Addressed to end-consumers**
  - **Developed in partnership with MBDS, Opteway, Intel, Oracle and Navlink.**
  - **Presented in GSM congress in February 2002**

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W3T = Travel Assistant

MBDS Valorisation

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opt[e]way

Intel

ORACLE

NavLink

Device Independence

- **Thank you**

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