

Customer Care Services Catalogue 2017



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Introduction

Welcome to our Amadeus Benelux Customer Services Catalogue 2017!

At Amadeus, we don't just offer technology, we work in partnership with you. As your IT partner, we deliver first class services in order to fully support your business. With Amadeus, you grow your business and run it more efficiently & profitably.

In this document, you will find a description of the following services:

- Amadeus Self-Services
- Amadeus Support Services
- Amadeus Solution Services
- Amadeus Premium Services

Our experienced and friendly Customer Care agents, will be your first point of contact to help you with any functional or technical question related to Amadeus Products and Solutions.

Most of our team members have years of customer service experience gained from working within the travel industry prior to joining Amadeus. This experience, together with intensive Amadeus product training, results in excellent problem resolution skills.

Amadeus Self-Services

Our Self-Service offering is available 24/7 in English and will allow you to solve the majority of your daily questions.

Amadeus e-Support Centre contains :

- Over 3000 solutions
- Learning videos
- Learning documents
- Online case logging functionality
- Self-service tools

This self-service web-based support tool is accessible from the Amadeus Selling Platform or standalone.

Service	Benefit	Media	Price (VAT excl.)
<ul style="list-style-type: none"> ● Knowledge Base 	<ul style="list-style-type: none"> ● Quick & easy 24/7 access to answers for your questions without having to call the Amadeus Help Desk 	e-Support Centre	Free
<ul style="list-style-type: none"> ● Case Logging & Case Status (*) 	<ul style="list-style-type: none"> ● Online Help Desk support ● Follow-up on a case status from your PC, incl. retrieval of case history reports 	e-Support Centre	Free
<ul style="list-style-type: none"> ● News & Notifications 	<ul style="list-style-type: none"> ● Helps you to work more effectively as you will be informed of the latest news and outages 	e-Support Centre	Free
<ul style="list-style-type: none"> ● Learning Content & Videos 	<ul style="list-style-type: none"> ● 24/7 access to learning content for a wide range of products & solutions 	e-Support Centre	Free

(*) cases are handed within normal business hours

Amadeus Support Services

Besides the full access to our Self-Service which is available 24/7 with a direct contact to experts via the case logging functionality, you can also call the Amadeus Customer Care Centre.

Our highly skilled Customer Care agents are able to solve more than 90% of your questions via phone.

Help Desk Services

Service	Description	Benefit	Availability	Media	Price (VAT excl.)
Phone Support	Direct access to experienced Amadeus support staff for functional & technical questions during local business hours.	Delivery of high quality functional and technical support by experienced and trained help desk agents on all standard Amadeus products. High first contact resolution rate due to experienced and regularly trained help desk agents	Normal business hours: 09:00 – 18:00 from Monday to Friday Closed on WE and Public Holidays.	Phone	3,50 € / call
Global Help Desk Support	24/7 phone access covering functional support on Amadeus central products delivered out of regular Amadeus Benelux service hours. Local products such as @lantis and technical support are not included.	24/7 phone contact availability for functional support on Amadeus central products	Week days: Mon – Fri from 18:00 to 09:00 Week-end: Fri 18:00 to Mon 09:00	Phone	200,00 € / Office ID/ month, incl.10 calls per additional call
Amadeus Selling Platform Certificate Reissue	Reissue of certificates. Installation done by customer.	Recovery of service disruption	Normal business hours: 09:00 – 18:00 from Monday to Friday. Closed on WE and Public Holidays.	Phone Case logging via e-Support Centre	Free

Customer Care Services

- Claims and ADM Management: our goal is to achieve the highest possible level of **customer satisfaction**. To do this, we adopt a **systematic, customer-focused approach** to solving your claims issues and handling your complaints.
- **Data Management Services**: to maintain the accuracy of a specific set of your specific data in the Amadeus System: security, PNR/profile data
- **Amadeus Security and Configuration Services** enable Amadeus customers to work in a secure, reliable environment and ensure data is accurate, private and protected.
- **Management Reporting**: is a service that provides you with a variety of reports to better manage and understand your business. Reports can be delivered in standard or customised version.

Service	Description	Benefit	Availability	Media	Price (VAT excl.)
<ul style="list-style-type: none"> • Claims Handling / ADM Management 	Service offered to analyse, investigate and manage claims you receive from your providers. For invalid claims, an investigation fee applies.	<ul style="list-style-type: none"> • Ensures your claims get resolved as quickly as possible • Quick Settlement Procedure 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p>	Case logging via e-Support Centre using the Claim template	50,00 € / invalid ADM
<ul style="list-style-type: none"> • Data Management Services 	Assistance to copy and/or transfer PNR and/or Customer Profile data from one Amadeus Office ID to another Amadeus Office ID.	<ul style="list-style-type: none"> • These requests are handled by a team with deep knowledge in this area. • Helps you to optimize the booking process. 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p>	Case logging via e-Support Centre	80,00 € / Office ID / request
<ul style="list-style-type: none"> • Security & Configuration Services 	<p>Extended Office Security, Sign Management and Queue Management.</p> <p>It covers all updates needed at office security level (retrieval and update privileges between you and other travel agencies), sign level (password reset, sign creation & updates) and Q bank set-up level (creation of new Qs, Q categories,..).</p>	<ul style="list-style-type: none"> • Handled by an experienced team • Ensures data accuracy, privacy and protection • Reduction of operational costs 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p>	Case logging via e-Support Centre	40,00 € / Office ID / request

	This service can also be offered as a consulting service on how to proceed.				
<ul style="list-style-type: none"> Management Reporting Services 	<p>Service of standard or customized reports in different formats, depending on customers' needs.</p> <p>Available reports :</p> <ul style="list-style-type: none"> Call report Case detail report Claim report Incident report Report on followed training courses 	<ul style="list-style-type: none"> Customized reports Detailed information to improve efficiency and productivity 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p>		On Request

Migration Services

Support delivered to customers migrating to new Amadeus solutions.

Benefits	Availability	Media	Price (VAT excl.)
<ul style="list-style-type: none"> Free access to experienced and trained Amadeus staff for a defined period 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p>	<p>Phone</p> <p>e-Support Centre</p>	Free

Consulting Services

Amadeus Consulting Services will ensure that Amadeus tools fully support your business objectives.

Service	Description	Benefit	Availability	Media	Price (VAT excl.)
<ul style="list-style-type: none"> Virtual Coaching 	A virtual coaching session can be scheduled with a functional or technical expert to address specific functional or technical questions (1-2h). Expert staff will remotely access the screen and coach in a 1 to 1 phone session.	<ul style="list-style-type: none"> Individual coaching session from an expert Flexible planning 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p>	Phone	100,00 € / hour
<ul style="list-style-type: none"> On-site Support Consulting 	An onsite support consulting service to address any functional or technical specific needs related to Amadeus.	Fully customized service	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p>	-	960,00 € / day (preparation and travel costs not included)

Amadeus Solution Services

The mission of our Solution Services is to ensure you get the most out of your IT investment. We will provide high value support for your business critical solutions.

For non-standard products and customer solutions, Amadeus offers individual service processes through dedicated local competence teams. Pre-qualified requests from the Customers' 1st level Help Desk or dedicated administrators are directed to 2nd level Amadeus specialists for fast and comprehensive resolution.

A baseline package during regular business hours is included in the product license fee and can be extended to a 24/7 Global Help Desk support.

The Premium package can also be extended to include premium support on standard Amadeus products and solutions.

Non exhaustive list of non-standard Amadeus Products and Solutions:

- Amadeus Web Services
- Amadeus Master Pricer
- Amadeus e-Travel Management
- Amadeus e-Power
- Airline Preferences

Packages	Benefits	Availability	Media	Price (VAT excl.)
Baseline Package	<ul style="list-style-type: none"> • Delivery of functional and technical support by experienced and trained help desk agents • 24/7 case logging possibility – no need to call the help desk (pay line) • Follow-up on Case status & Case History at any time • E-Support Centre Knowledge Base including outage information 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p> <p>Cases are handled within normal business hours</p>	<p>Phone for follow-up on urgent cases logged in e-Support Centre.</p> <p>Case logging via e-Support Centre</p>	<p>Included in product license fee</p> <p>Phone : 3,50 €</p>
Premium Package	<ul style="list-style-type: none"> • Delivery of 2nd level support in local language to the customer's 1st level help desk or dedicated administrators • Dedicated 2nd level staff trained on non-standard 'offline' products and solutions • 24/7 case logging • Follow-up on Case status & Case History at any time • Scheduled and unscheduled outage notifications • Improved and faster resolution of issues through the reduction of the escalation layers • Contracted Service level agreements and defined Service Level Targets on 2nd level reaction time • Service level Reporting • Dedicated Support Coordinator 	<p>Normal business hours: 09:00 – 18:00 from Monday to Friday</p> <p>Closed on WE and Public Holidays.</p> <p>Cases are handled within normal business hours</p>	<p>Phone with direct access to 2nd level expert group for follow-up on urgent cases</p> <p>Case logging via e-Support Centre</p>	<p>On request</p>

Optional Service

Service	Description	Benefit	Availability	Media	Price (VAT excl.)
Global Help Desk	<p>24/7 phone access covering functional support on Amadeus central products delivered out of regular Amadeus Benelux service hours.</p> <p>In addition, the Global help Desk acts as a 24/7 entry point for high priority requests on central customized solutions in English language and will assign your requests to the appropriate Amadeus department for investigation & resolution</p>	24/7 phone contact availability	<p>Week days: Mon – Fri from 18:00 to 09:00</p> <p>Week-end: Fri 18:00 to Mon 09:00</p>	Phone	<p>75,00 € / Office ID/ month, incl.10 calls</p> <p>10,00 € per additional call</p>

Amadeus Premium Services

Customers, who would like to have a more customized support offering, will benefit from the Amadeus Premium Services through local competence teams

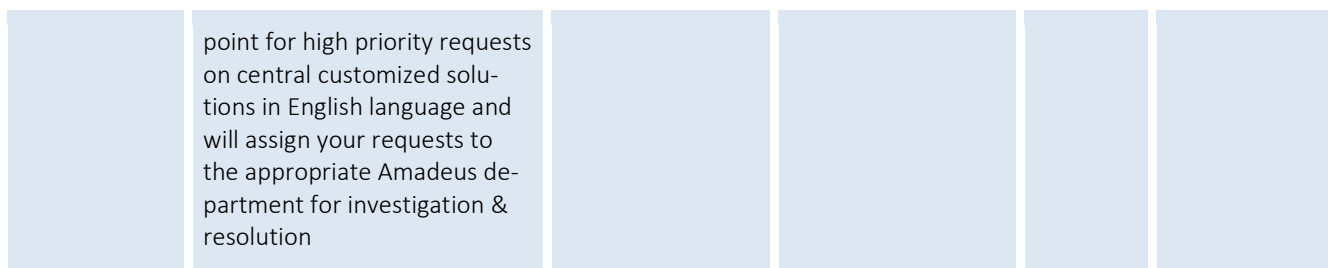
- With the **Amadeus Premium 1st level support**, a customer-specific hotline can be provided for support on standard Amadeus products and solutions, including Service Level Agreements on accessibility, reporting and a dedicated support coordinator. With this service, customers do not need to call the standard hotline, but they can benefit from an individual phone support service, customized to their needs.
- The **Amadeus Premium 2nd level support** is offered to customers having a 1st level support team or dedicated administrators in place within their organisation. With this service, Amadeus offers a direct access for this 1st level customer support team to the Amadeus Premium 2nd level expert group. Service Level Agreements on reaction time can be mutually agreed. Added-value services like a dedicated support coordinator, regular quality meetings, proactive notifications, prioritization and escalation processes enhance the offering. This service can also be offered as an international service across markets.

- **Global Help Desk** support can be offered in English language for functional support on Amadeus central products. This added-value service can be requested by individual offices with a specific need for support out of local Amadeus Benelux service hours.

Service	Description	Benefit	Availability	Media	Price (VAT excl.)
<ul style="list-style-type: none"> • 1st level Premium Support 	Offering of a dedicated functional and/or technical hotline for support on standard Amadeus products and solutions, with prioritised call routing for faster access to the Amadeus 1 st level support agents.	<ul style="list-style-type: none"> • Priority access with defined Service Level Targets on accessibility • Priority handling and high first contact resolution rate • Proactive status information on incidents • Outage notification • Dedicated Support Coordinator • Quarterly service calls • Monthly Service Level reports 	Normal business hours: 09:00 – 18:00 from Monday to Friday Closed on WE and Public Holidays.	Phone Case logging via e-Support Centre	13,00 € / license / month
<ul style="list-style-type: none"> • 2nd level Premium Support 	Service package for customers with specific requirements and based upon prior assessment of service needs. The support is delivered by the Amadeus 2 nd level help desk to the agents of the Customers' 1 st level Help Desk or dedicated administrators.	<ul style="list-style-type: none"> • contracted Service level agreements and defined Service Level Targets on 2nd level reaction time • Problem reporting via case logging, phone • 2nd level priority handling and escalation management • Dedicated Support Coordinator • Quarterly service meetings, incl. monthly reports • Proactive status information, outage notification, consulting on customer-specific configuration • Support consulting 	Normal business hours: 09:00 – 18:00 from Monday to Friday Closed on WE and Public Holidays.	Phone with direct access to 2nd level expert group Case logging via e-Support Centre	30,00 € / case

Optional Service

Service	Description	Benefit	Availability	Media	Price (VAT excl.)
Global Help Desk	24/7 phone access covering functional support on Amadeus central products delivered out of regular Amadeus Benelux service hours. In addition, the Global help Desk acts as a 24/7 entry	24/7 phone contact availability	Week days: Mon – Fri from 18:00 to 09:00 Week-end: Fri 18:00 to Mon 09:00	Phone	200,00 € / Office ID/ month, incl.10 calls 20,00 € per additional call



In addition to this 1st & 2nd level Premium package, other packages can be tailored to your specific and exact needs. A customized offer will be made based on prior assessment.

General Information

The following services can be requested via a portal case in e-Support Centre :

- Customer Profile transfer/copy from one Amadeus Office ID to another
- Set-up of the Q-bank
- Security settings between 2 or more offices
- Creation / modification of sign-ins

For all other services described in this document, please contact your local Amadeus Representative by:

Phone	+31 (0)23 554 1430	- The Netherlands
	+32 (0)2 257 99 60	- Belgium
	+352 2648 2211	- Luxembourg

Email SalesBenelux@benelux.amadeus.com

Prices

The prices listed in this catalogue are subject to change without prior notice and do not include taxes nor travel, accommodation or living expenses.

Please consult e-Support Centre or contact our commercial team for the correct price.

Additional charges may apply in case of on-site support consulting, such as travel, accommodation and living expenses, preparation and creation of customized documentation.