

Amadeus and Concur Global Strategic Alliance Frequently Asked Questions February, 2010

What was announced?

Amadeus and Concur have entered into a long-term alliance to bring key technologies together for a combined travel and expense management solution to extend their core offerings.

This includes the integration of travel bookings from Amadeus eTravel Management (AeTM) into Concur® Expense, as well as unique integration of Amadeus core distribution technology into Concur® Cliqbook Travel – the first time Amadeus has provided this type of technology to a third party.

Why have Amadeus and Concur teamed up to offer an integrated solution?

Amadeus and Concur have formed a strategic alliance to collaborate and integrate travel and expense technology to deliver greater choice to customers worldwide. It is a partnership that makes sense since Amadeus is a leading global provider of technology (such as online booking tools) to the travel and tourism industry – and Concur is a leading global provider of end-to-end travel and expense management solutions.

The technology offering that both companies will provide naturally complement each other, as does the global geographical reach. Concur and Amadeus believe there is great value for joint customers when the companies provide the integration between Amadeus eTravel Management and Concur Expense, supporting Concur's open platform strategy. Furthermore, Amadeus' core distribution technology already supporting Concur Cliqbook Travel will be enhanced with functionality not previously offered for other third-party booking tools.

What is the nature of the agreement?

Concur and Amadeus agree to technology integration development bringing key technologies together for a combined solution to the market. This includes the integration of travel bookings from Amadeus eTravel Management (AeTM) into Concur Expense and Amadeus Core GDS technologies into Concur Cliqbook Travel.

Under the agreement, each party will promote the integrated solution (Amadeus eTravel Management integrated with Concur Expense) in certain markets.

What are the general terms of the agreement with Concur?

Amadeus and Concur have entered into a long-term alliance. Specific terms of the agreement are not being disclosed.

Why did both companies choose each other?

Amadeus chose Concur due to its global brand and reputation, its significant market share in North America, its rapidly expanding market penetration in EMEA, and its strong presence with TMCs. Concur chose Amadeus for the very same reasons, but with specific interest in Amadeus' strong presence in the EMEA/APAC markets. Concur also chose Amadeus because of Amadeus' technology and commitment to support the work required to deliver a tightly integrated travel and expense management solution.

The technology offering that both companies will provide naturally complement each other, as does the global geographical reach. Concur and Amadeus believe there will be great value for joint customers when the integration between Amadeus eTravel Management and Concur Expense is delivered. Furthermore, Amadeus' core distribution technology (GDS), specifically value-added functionality like low-fare search Master Pricer and Amadeus Ticket Changer, can enhance the self-booking component for Amadeus customers using Concur Cliqbook Travel.

Why hasn't Concur done this level of integration with any other partner?

Concur supports an open systems strategy and Amadeus is the first partner who has demonstrated a commitment to doing the work required to have a tightly integrated travel and expense management solution. Amadeus and Concur will deliver real integration to better meet client requirements.

Will Concur change its product strategy in Europe?

No, it is about customer choice. Concur is already the leading expense management provider in Europe, with thousands of customers across the continent. This partnership will further strengthen the company's presence in the region. Concur is firmly committed to driving sales of its end-to-end travel and expense management solution, Concur Travel & Expense, as well as its self booking tool, Concur Cliqbook Travel. Concur Cliqbook Travel will get access to core distribution technology from Amadeus' GDS.

The partnership between Concur and Amadeus is about choice and flexibility for customers. Concur recognizes that customers have unique requirements and may prefer Amadeus e-Travel Management and that these customers also want integrated travel booking and expense management automation. Two market leaders are coming together to better meet the needs of customers worldwide.

What markets are covered in the agreement?

The agreement is a global agreement and the integrated solution will be available globally. Customer requirements and market needs will dictate the best approach to each region.

When will the solution be available to the market?

At the moment, the technical teams are working on the integration design with Concur and are working towards delivering the integrated solution in the second half of 2010.

Who is Concur?

Concur, based in Redmond, WA, is a leading global provider of on-demand travel and expense management solutions. Concur offers a number of Employee Spend Management solutions including:

- Concur® Travel & Expense combines travel booking and expense reporting into one seamless service
- Concur® Expense automates and streamlines the expense reporting process.
- Concur® Cliqbook Travel is a global travel self booking tool
- Concur® Invoice enables organizations to capture, process, and track vendor invoices and check requests for payment
- Concur® Intelligence is a powerful and actionable intelligence solution combining data from travel and expense to identify opportunities for improved compliance, trending and vendor negotiation tracking

More information about Concur is available at: <http://www.concur.com>.

Who is Amadeus?

Amadeus IT Group 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.

Solutions for corporations

Amadeus' corporate travel solution, Amadeus e-Travel Management, helps corporations manage their global travel programmes more efficiently and cost-effectively. The solution helps business travellers plan, personalise and purchase their trip while remaining compliant with the global travel policy. Over 3,500 corporations worldwide use Amadeus e-Travel Management to integrate all the elements of their programmes into one intuitive and easy-to-administer solution. Customers include Kraft Foods, Phillip Morris International, Nokia Siemens Networks, Volvo, Nordea Bank, Cemex, Daimler, France Telecom, Bosch, Total and Thales. More information about Amadeus is available at: <http://www.amadeus.com/corporations>