

Case study

Amadeus maintains service quality with Fujitsu

»All operations are performed by the experienced Fujitsu team without interfering with business continuity.«

Nil Canal Gezen, General Manager, Amadeus Turkey



The customer

Country: Turkey
Sector: Tourism
Founded: 1987, Turkey 1994
Staff: 10,100 worldwide
Website: www.amadeus.com.tr



The challenge

- Meeting the IT needs of leading companies in the tourism sector served by Amadeus.
- IT system management, procurement of computers, and maintenance work on these computers, which are replaced periodically.

The solution

One of the leading global companies for tourism services, Amadeus, relies on Fujitsu for the quality of its operations in Turkey.

Leading transaction processor for the global travel and tourism industry

IT infrastructure is critical today for maintaining business continuity. Due to errors or problems that may be encountered in these systems, companies can lose millions of dollars, depending on their volume. This highlights the significance of the management, maintenance, and control of these systems. Providing services to the tourism sector on a global scale, Amadeus has a significant position as the market leader in this widespread sector in Turkey. Operating in Turkey since 1994, Amadeus has gained attention as a successful company, bringing together service providers with service marketers in the tourism sector. Amadeus stands out thanks to its services within the aviation sector in Turkey, with continuously increasing passenger figures, and the provision of automotive and hotel products. The dynamism of the sector renders the concept of business continuity more significant than ever. Amadeus provides a successful response to this dynamism through its cooperation with Fujitsu.

Maintenance and financial services by Fujitsu

Amadeus procures the computers needed for servicing its clients through Fujitsu. The procurement of computers is performed on a leasing basis and all computers are replaced every 36 months, thereby ensuring compatibility with up-to-date technologies. In addition to the procurement of products, Fujitsu carried out maintenance work on the computers used by travel agencies and provides technical support. All maintenance and replacement activities for Amadeus are performed on-site, ensuring the business continuity of current operations. Consistent, high-level customer satisfaction is achieved thanks to the provision of rapid support. As part of this cooperation, the replacement of computers for which the lease period has expired is carried out by Fujitsu's experienced technical team rapidly and without disrupting business continuity.

The benefit

- Amadeus ensures the professional management of the clients' IT systems.
- The procurement of computers via leasing leads to cost reduction.
- The periodic replacement of leased computers enables clients to benefit from up-to-date technologies.
- Installation and maintenance operations carried out on-site save time.
- Problems that may interrupt business continuity are prevented.
- Prompt interventions by the technical team ensure a high level of customer satisfaction.

Products and services

- Fujitsu Managed Maintenance
- Fujitsu Financial Services

On-site system for Amadeus

Amadeus serves its nationwide clients using Fujitsu computers. Computers leased from Fujitsu are installed at client locations by the Fujitsu technical team through an on-site system. Under the scope of the service contract, the Fujitsu technical team addresses any problems that may occur, undertakes all periodic maintenance and resolves all IT system issues for Amadeus clients. The majority of the computers procured by Amadeus through Fujitsu are desktop computers. Amadeus Turkey General Manager Nil Canal Gezen says that they are expecting growth to follow the development of the sector in the future. Assuming that the sector maintains its current growth rate, portfolio growth of 7-10% is expected.

Nation-wide maintenance work

Amadeus Turkey General Manager Nil Canal Gezen evaluates its cooperation with Fujitsu as follows: "It is very important for us to install our clients' computers and render them operational as quickly as possible. Our clients would like their computers to be quickly replaced and made operational. Wherever computers are used, time means money. The Fujitsu team's ability to respond promptly prevents any delays, which is important to us. We have been working with Fujitsu since our foundation in 1994. Thanks to the synergy generated by our coopera-

tion, all of the necessary processes are completed by the Fujitsu team without any problems. Fujitsu carries out computer maintenance work nation-wide, without any regional exclusions. We know that when Fujitsu's technical team visits a client, the problem will be resolved. It empowers us to work with a partner like this."

High level of customer satisfaction

Amadeus has been working with Fujitsu since 1994, when it began its operations in Turkey. Amadeus procures the computers needed for servicing its clients through Fujitsu. The computers are procured on a leasing basis and all of the computers are replaced every 36 months, thereby ensuring compatibility with up-to-date technologies. In addition to the procurement of products, Fujitsu carries out maintenance work on the computers used by travel agencies and provides technical support. All maintenance and replacement activities for Amadeus are performed on-site, ensuring the business continuity of current operations. A consistent high level of customer satisfaction is achieved thanks to the provision of rapid support. Under the scope of the contract, the computers for which the lease period has expired are replaced by the experienced Fujitsu team in a manner that does not disrupt business continuity.

Contact

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