

Amadeus cytric

Support & Service Delivery

Amadeus does not provide First Level Support to corporate customers. The Customer is solely responsible for setting up appropriate First Level Support for all functional or technical problems related to authorized users.

Amadeus provides support in English, 24/5/365 (24/7 for critical Incidents). Amadeus level Help Desk support responsibilities are defined below.

- (a) Provide a single-entry point to Second-level support experts organised in teams according to application, business area or customer group for functional and technical support for all Amadeus Solutions, excluding support on consultative questions (e.g. 'how to' questions), support on any private development or customisation of the Amadeus Solutions by customer, support on third-party applications and links
- (b) Analyse, investigate and, where possible, recover the incident. If additional specialised support is required, the Amadeus Second-level Help Desk will escalate the incident to Third-level support
- (c) Provide deep analysis on Amadeus solutions to determine the area of fault
- (d) Incident management including acceptance/rejection, investigation, recovery or assignment to responsible groups for bug fixing for Amadeus Solutions
- (e) Coordinate Third-level resolver groups to help identify the cause and resolution of complicated incidents
- (f) Initiate escalation and follow-up policies when needed for incidents that have a significant impact on Customer's business
- (g) Manage all forms of customer communication during critical incidents

Amadeus may provide Customer with additional support services subject to availability and based on a separate commercial proposal, including:

- (a) Consultative Support Services on functional questions (e.g. how-to questions)
- (b) Support services in languages other than English

In case the Solution is set-up on other GDS than Amadeus it does not have any impact on Amadeus support flow or Service Level Targets. It simply means that if the incident is identified as being caused by another GDS Amadeus will notify Customer and Customer will have to follow-up with the other GDS involved.

1. Error Priority and Escalation

Amadeus follows ITIL Service Operation practices. For each incident, a unique Amadeus incident owner is defined and is in charge of the follow-up with the customer and of the recovery of the incident.

Amadeus incidents are classified according to the priority (severity) of the incident to the user. Three main aspects of service to the user are evaluated:

- (a) The scope of the service impact: the expected or real service impact in terms of outage/degradation and the number of affected users.
- (b) The situation regarding incident circumvention: availability of recovery or by-pass, successful application of fixes.
- (c) Further business aspects: dependencies related to incidents, resources and costs to Amadeus/users, commercial/legal/regulatory consideration.

Upon creation of an Incident Record, the assigned severity level will be reviewed by the Amadeus Help Desk.

TRAVEL	DESCRIPTION
Severity 1 <i>Cannot be logged by a customer</i>	The full System or one of its fundamental features is not available at all
Severity 2	A key feature is not working is making an important business process totally disrupted without any workaround.

	<i>Example: impossible to create any booking, corporate policy is rendered inoperable allowing travelers to book outside policy</i>
Severity 3	An individual process or function is impacted but business can work around the problem. <i>Example: one policy rule broken but with a workaround allowing the booking capability</i>
Severity 4	A business process is degraded without any disruption

EXPENSE	DESCRIPTION
Severity 1 <i>Cannot be logged by a customer</i>	The full System or one of its fundamental features is not available at all
Severity 2	A key feature is not working is making an important business process totally disrupted without any workaround. <i>Example: impossible to create/approve/submit/audit or export any expense statement – one statement over 500 EUR is stuck</i>
Severity 3	An individual process or function is impacted but business can work around the problem. <i>Example: non-blocking error message displayed when approving an Expense statement</i>
Severity 4	A business process is degraded without any disruption <i>Example: issue on the look and feel</i>

Amadeus has a specific procedure for major incidents to ensure:

- The confidentiality of customer records; an internal incident is created on top of the customer record.
- Incidents with lower severities than above mentioned, will be addressed as resources become available.
- Pro-active communication in case of Security risks (via Critical Incident Communications)

Service Level Targets

INCIDENT	DESCRIPTION	SERVICE LEVEL*
Severity 1	The full System or one of its fundamental features is not available at all	80% resolved or worked around within 1 calendar day
Severity 2	A key feature is not working is making an important business process totally disrupted without any workaround	80% acknowledged within 30 minutes and resolved or worked around within 4 calendar days
Severity 3	An individual process or function is impacted but business can work around the problem	80% resolved or worked around within 12 calendar days
Severity 4	A business process is degraded without any disruption	80% resolved or worked around within 28 calendar days