



Behind every journey

Services for Amadeus cytric Travel & Expense

Powering smarter business travel

You have chosen Amadeus cytric Travel & Expense to reach greater return on investment. Discover our full set of services to support the implementation of your new solution and make this change a success.

You do the business. We do the travel.

1

Pre-Implementation



Project management kickoff

By delegating your project to Amadeus, we manage the high-level rollout planning and coordination with the project team members.



Adoption campaign launch

With our Dedicated Welcome Pack, we make sure you boost the adoption of Amadeus cytric Travel & Expense. From internal communication to awareness sessions, your travelers will quickly make this solution their own.

2

During Implementation

We start with one main country and then follow with the others.

This includes the set-up with travel and expense policies, profiles, approval process, etc.



Single Sign-On

To enable your users' connection from any corporate portal, we create Single Sign-On requests, with standard SAML v2*. This way, they can access their booking tool with a single click.



Profiles setup

This enables external systems to create, update and delete profiles in real-time. They can then provide profile synchronization from a corporate cytric system into the Global Distribution System.



Integration with external portals

With this integration, we enable a seamless interaction between our solution and any external web site (intra/extranet & portals), providing additional key functionalities to users.



Learning services

Get the functional skills and knowledge needed to make the best use of your Amadeus solution with our complete set of learning methods. You can learn through comprehensive lessons with skilled instructors in a classroom or virtually, use our e-learning modules at your own pace, or select a blend of all formats. Customized documentation, also translated in local language, is available.

3

Post-Implementation



Incident management

Our Amadeus Service Hub portal gives you access to a rich set of self-service tools in addition to our support experts located across the world. This way, we ensure your business efficiency and continuity 24/7/365.



Site administration

This covers the management of your cytric system including the full administration module, profile structure, an annual system review for site audit and optimization.



Benefits

Visit amadeus.com/corporatesolutions or contact your Amadeus Account Manager to learn more

Corporation

- Better company readiness
- Greater online adoption
- Ensured business efficiency and continuity 24/7/365

End user

- Quick start on a simple and enjoyable solution
- Best use of the functionalities

Note: Feel free to request any of the services to your account management at any stage of implementation

*Security Assertion Markup Language: This single sign-on (SSO) login standard has significant advantages over logging in using a username/password. No need to type in credentials.

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