



JAL and Amadeus sign for Altéa as part of the airline's Passenger Service System transformation programme

TOKYO July 31, 2014: Japan Airlines (JAL) has signed an agreement with Amadeus IT Group, S.A. (Amadeus) (*1) for Altéa (*2) as part of its Passenger Service System (thereafter "PSS") (*3) transformation programme.

At present, JAL is operating its own PSS for both Domestic and International services. The airline is currently conducting the detailed planning of its PSS migration and JAL aims to move from its existing PSS to Altéa in 3 years.

Reasons for the planned move to Altéa:

1. Single Integrated platform for domestic and international routes

As a result of implementing a single integrated system for both domestic and international routes, connections between domestic routes and international routes will be smoother. It will also further strengthen cooperation with the other **oneworld** member airlines.

2. Outsource to a global system

By outsourcing to a global system, JAL will be able to possess critical functions in response to industry standards, Alliance standards and each country's regulations. The airline can also take quick action to meet changing market needs. Moreover, costs vary with the number of passengers on board which can help to deal with risk events and economic fluctuations.

JAL strives to deliver unparalleled service to our customers with the most advanced Customer Management System.

(*1) Amadeus IT Group, S.A., whose headquarter is located in Madrid, Spain, is a leading provider of passenger service system for the global travel industry.

(*2) Altéa Suite, provided by Amadeus, is the total solutions help to improve the business performance of airlines in Passenger Service System (Reservation, managing seats, ticketing and boarding).

(*3) Passenger Service System: A series of critical systems supporting an airline's passenger services including reservation, managing seats, ticketing and boarding.

END