

ANA to Streamline Passenger Service Systems from FY2025 for a Seamless Travel Experience

- ANA will integrate its domestic and international passenger service systems, which have operated separately since 1988, into a single platform from FY2025 to FY2026.
- The integration will maximize services and provide an excellent experience for all passengers.

TOKYO, Feb. 14, 2023 - All Nippon Airways (ANA), Japan’s largest and 5-Star airline for 10 consecutive years, will integrate its in-house domestic passenger service system with [Amadeus Altéa Passenger Service System](#) from global travel technology provider Amadeus. ANA has been working with Amadeus since 2015 for international passenger services.

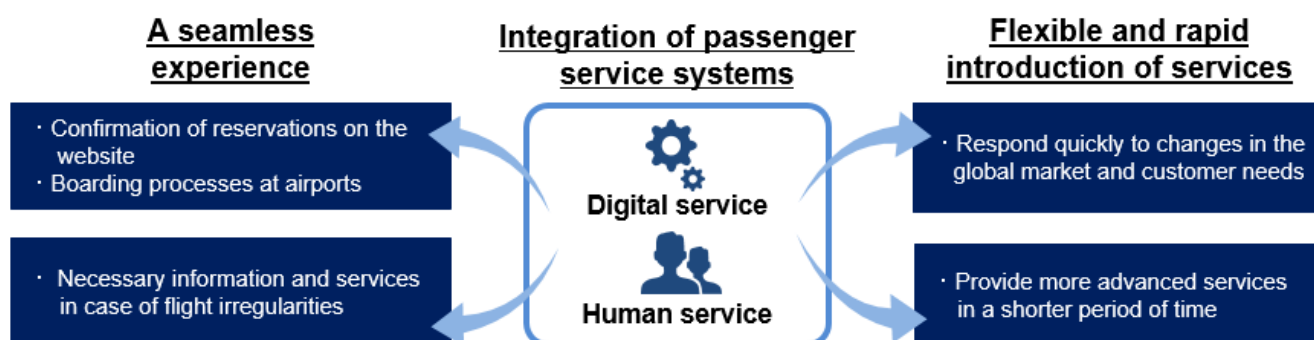
Since 1988, ANA has been operating separate domestic and international passenger service systems that support reservation and ticketing as well as inventory control and check-in and boarding processes at airports. From FY2025 to FY2026, the systems will be integrated into a single platform, which will allow for:

A seamless experience for all domestic and international passengers.

Joint management of domestic and international reservations enables smooth coordination of customer information, including confirmation of reservations on the website, application for various services, and transit procedures at the airport. In case of flight irregularities, ANA will provide necessary information and services to customers through ANA application, e-mail and SNS.

Flexible and rapid introduction of services that meet diverse market needs.

By shifting from ANA's in-house system to an industry-standard system used by more than 200 airlines worldwide, ANA will provide seamless, attractive and more advanced services to all of its domestic and international passengers in a shorter period of time. The system will also enable ANA to respond quickly to changes in the global market and customer needs.



Establish greater resistance to unexpected risks.

ANA’s integration to a global system and outsourcing to make the fixed system costs variable will increase preparedness for future unpredicted risks.

Improving operational system efficiency.

By integrating domestic and international reservation and airport handling, ANA will improve the productivity of the organization, such as through more efficient education and training.

“For the past 34 years, we have operated separate passenger systems for international and domestic flights. We’ve already seen the benefits of Amadeus Altéa PSS with our international business and we’re

excited to bring our domestic flight operations onboard to one integrated platform. Combined with the new solutions we're including, we will have a new infrastructure that will benefit our passengers. This agreement is a continuation for us on our digital transformation journey to further improve our operational efficiency. We are confident the strengthened partnership with Amadeus will improve our customers' experience," said Sammy Aramaki, Chief Innovation Officer, ANA.

"We are excited about this new landmark deal with ANA. We have a longstanding relationship with the airline and this agreement shows proof of the collaborative approach we take with our customers. ANA is renowned for its attention to detail and quality - it is a privilege that ANA has decided to work with us in its transformation journey towards modern airline retailing" says Javier Laforgue, Executive Vice President, Travel Unit & Managing Director, Asia Pacific, Amadeus.

ANA will provide seamless, attractive and more advanced services to all of its domestic and international customers and continue building a foundation that enables resourceful investments in human resources and systems. ANA continues to enhance the customer experience by integrating people and digital technologies to meet the changing values of every customer through the air travel experience.



Contact: ANA Corporate Communications, TEL +81-3-6735-1111, publicrelations@ana.co.jp

About ANA

Founded in 1952 with just two helicopters, All Nippon Airways (ANA) has grown to become the largest airline in Japan. ANA HOLDINGS Inc. (ANA HD), established in 2013, is the largest airline group holding company in Japan including ANA and Peach Aviation, the leading LCC in Japan.

ANA is a launch customer and the largest operator of the Boeing 787 Dreamliner, making ANA HD the biggest Dreamliner owner in the world. A member of Star Alliance since 1999, ANA has joint venture agreements with United Airlines, Lufthansa German Airlines, Swiss International Airlines and Austrian Airlines - giving it a truly global presence.

The airline's legacy of superior service has been recognized with SKYTRAX's 5-Star rating every year since 2013, with ANA being the only Japanese airline to win this prestigious designation for 10 consecutive years. ANA has been recognized by Air Transport World as "Airline of the Year" three times (2007, 2013 and 2018); it is one of only a select few airlines to win this prominent award multiple times.

In 2022, ANA received first place in the Global airline and Asia Pacific categories at the CIRIUM On-Time Performance Awards, marking the second consecutive year ANA was recognized as the most on-time airline in the world. ANA is the only company in the aviation industry to receive the Gold Class distinction from the 2022 S&P Global Sustainability Awards and ANA HD has been selected as a member of the Dow Jones Sustainability World Index list for the sixth consecutive year and the Dow Jones Sustainability Asia Pacific Index list for the seventh consecutive year.

For more information, please refer to the following link:

<https://www.ana.co.jp/group/en/>

About Amadeus

Travel powers progress. Amadeus powers travel. Amadeus' solutions connect travelers to the journeys they want through travel agents, search engines, tour operators, airlines, airports, hotels, cars and railways.

We have developed our technology in partnership with the travel industry for over 30 years. We combine a deep understanding of how people travel with the ability to design and deliver the most complex, trusted, critical systems our customers need. In 2019, we helped connect over 1.9 billion people to local travel providers in over 190 countries. We are one company, with a global mindset and a local presence wherever our customers need us.

Our purpose is to shape the future of travel. We are passionate in our pursuit of better technology that makes better journeys. Amadeus is an IBEX 35 company, listed on the Spanish Stock Exchange under AMS.MC. The company has also been recognized by the Dow Jones Sustainability Index for the last ten years.

To find out more about Amadeus, visit www.amadeus.com.

Follow us on:     