Uzbekistan Airways migrates to Amadeus technology as part of a strategic IT agreement for enhanced customer experience

2021 17 December

Amadeus deal gives the airline a new level of operational efficiency, and upgrades its key systems for inventory management, distribution and passenger handling

The traveler experience is enhanced by enabling customers to create the itinerary that best suits their needs

Uzbekistan Airways, the country's national carrier, and Amadeus, one of the leading providers of information technology for the travel industry, announce a long-term agreement to improve operational efficiency and provide an enhanced customer experience using the latest travel technology solutions. Amadeus technology will also help the airline achieve its strategic goal of providing a convenient gateway between Asia and Europe. Under the agreement, Uzbekistan Airways will use Amadeus' full suite of Altéa Passenger Service System (PSS) solutions as well as Revenue Management, Revenue Accounting and Travel Intelligence services.

Amadeus' innovative IT solutions will provide additional value for passengers of Uzbekistan Airways and its travel agency partners. For example, the airline will be able to expand its offering of ancillary services (including meals, baggage and seat selection), thereby helping passengers create the itinerary that best suits their individual needs. Additionally, the new technology will enable customers to easily select and benefit from a wider choice of relevant offers through bundled fare families.

Ilkhom Makhkamov, the Chairman of the Board of Uzbekistan Airways: "Signing an agreement with Amadeus is an important milestone not only in the history of the airline, but also in the transport industry of Uzbekistan as a whole. By entering into this strategic cooperation with one of the world leaders in innovative technologies for travel, we will be able to strengthen the Uzbekistan Airways brand in the international arena, and thus open up new perspectives for tourism and growth of

the national economy.”

Svetlana Malyuk, Account Director Airlines, Russia & CIS, Amadeus, added: "Uzbekistan Airways is now part of a growing community of Amadeus airline customers, which includes many of the world's leading airlines and members of key aviation alliances. Using Amadeus IT platform, Uzbekistan Airways will be able to provide world-class service to travelers. Amadeus technology will be an enabler for the airline to achieve its goal of providing a new gateway between Asia and Europe. For travelers, this cooperation will deliver a way to manage changes to their travel plans more easily with Amadeus Ticket Changer and in the event of disruption, will enable a more streamlined passenger experience. We are pleased to support the recovery of air travel in Uzbekistan and the wider region, strengthening the IT infrastructure and the competitiveness of the national carrier.”

Amadeus' advanced booking solutions will help to maximize revenues by enabling Uzbekistan Airways to sell flights and ancillary services through both offline and online channels, via the airline’s own or partner networks. Throughout the journey, passengers will be able to receive personalized recommendations in real time, as well as information on changes to schedules, boarding gates, and other services.

In early November, the airline successfully migrated its inventory and distribution systems to the Amadeus Altéa platform. The next step will be the adoption of Amadeus Revenue Management solution, which is scheduled for next year.

The Amadeus Altéa suite is currently used by over 120 airlines with a variety business models across the globe. Among them are Lufthansa, British Airways, Air France, Cathay Pacific, Southwest, Air Baltic, S7 and Ural Airlines.

Telegram: t.me/uzbekistanairways