

## Flight Expert partners with Amadeus to expand global reach, provide travellers with more choice

A Monitor Report

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**AMADEUS**



### Global Technology Partnership

Flight Expert becomes the first Bangladeshi Travel Agency to partner with Amadeus "as a global customer".

Dhaka : Flight Expert on January 1 announced a partnership with Amadeus to provide its customers with the most extensive inventory of travel content available and to increase the productivity of its agents. One of the leading online travel agencies that offers ticketing and hotel reservation solutions to its customers and travel agents, Flight Expert now becomes the first Bangladeshi travel agency to partner with Amadeus, one of the leading global travel technology providers.

As part of the agreement, Flight Expert will be able to access the Amadeus Travel Platform, which harnesses the intelligent use of data in a one-stop shop to bring together all relevant travel content - including air, accommodation, rail, mobility, insurance, and destination - from any source into a single platform.

This also includes full/low-cost airline and NDC content. Flight Expert's professional team will continue to offer solutions that make a difference in the travel industry in full coordination with global Amadeus teams. Its customers can now enjoy a more comprehensive selection of airline offers to make the most of their travel experience.

To ensure the highest quality of service and experience, Flight Expert is committed to working with the best partners and providing its customers with the best tools and technologies available. Flight Expert and Amadeus will promote customer satisfaction and loyalty by offering the best customer service, products, and travel experiences.

On the other hand, travel agents at Flight Expert will benefit from efficient access to and easy comparison of travel offers all in one display, across multiple interfaces and touch points.

"Through the partnership, Flight Expert will benefit from a truly integrated platform of end-to-end solutions across its business. Together, we will innovate and push forward cutting-edge technology standards including NDC content from carriers connected to the Amadeus Travel Platform. This full range of offerings will give Flight Expert agents access to rich offers so they can provide even better and more personalised experiences to its customers, creating value for both the traveller and the travel agency," said Ramona Bohwongprasert, SVP, India, Southeast Asia and Inside Sales, Travel Sellers, Asia Pacific, Amadeus.

"We share the ambitions of Flight Expert as the agency pursues growth in Bangladesh and across Asia Pacific. Amadeus teams will work hand in hand with Flight Expert to ensure that its customers are provided with the very best travel content and experiences possible. Most importantly, we will drive new technology adoption together and seek out innovative new ways to provide travellers with a more personalised experience," said Md Shafiqul Islam Sujon, Country Manager, Global Travel Distribution PVT Ltd.

"Flight Expert believes that the technology will be the only solution to cater to a wide range of our customer base and travel agencies with all the options to make the booking experience smoother and smarter for the traveler. We are proud to partner with the No.1 travel technology

provider in the world, who has been investing heavily in technology. We recently launched our new B2B and B2C in-house system; therefore, Amadeus will play a significant role in activating all the available travel tech solutions, which will create a new norm of OTA for our travel agents and customers to experience the advantages of technology," said, Salman Bin Rashid Shah Sayeem, CEO, Flight Expert.