

Etihad Airways announces transition to Amadeus

- A Monitor Desk Report

Date: 18 March, 2023



Dhaka: On its 20th anniversary, Etihad Airways announced that it has completed a transition of its system to Amadeus Altéa on March 13. The carrier said the undertaking was its largest technology project in the last ten years.

With the move, the new system now manages all flights operated by the airline between its hub at Abu Dhabi International Airport and its network of global airports. The switchover happened overnight on March 8.

Amadeus Altéa is a complete passenger service system that offers airlines full reservation, inventory, and departure control capabilities.

On the occasion, Etihad's Chief Executive Officer, Antonoaldo Neves, said, "As we mark the 20th anniversary of the birth of our airline, Amadeus provides us with the tools we need to continue enhancing our guest experience and improving our operations into the future. It will mean further upgrading the digital experience we offer our customers when booking online

through etihad.com or using our mobile app and self-service tools, giving them even greater control and flexibility in managing their journey."

Neves also mentioned that the system benefits Etihad's partners in the business. "It also gives our valued partners in the travel industry a much richer, relevant and dynamic shopping experience, and supports our continued journey with them."

With Amadeus Altéa fully working, Etihad said passengers can use all online services by visiting its website or the mobile app. Travellers can also utilise services through their travel agent, including flight booking, check-in, upgrades, and GuestSeat redemption bookings.

- T