



# Amadeus Mobile Messenger

At Key Travel, we understand the world can be an unpredictable place and when the unpredicted happens, it can leave those involved feeling vulnerable, disorientated and uncertain of what to do.

We have partnered with Amadeus Mobile Messenger, an interactive tool that helps you locate, communicate and assist travellers while they travel; delivering valuable peace of mind when it is needed most.

The travel profile of organisations within the humanitarian, faith and education sectors makes it all the more important that duty of care and risk management are key components of a travel policy, recognising the responsibility to assess risks, prepare travellers and manage incidents as they occur.

This is why we have partnered with travel technology provider Amadeus to offer you Amadeus Mobile Messenger (AMM), an interactive tool that helps you locate, communicate and assist travellers while they travel; delivering valuable peace of mind when it is needed most.

## What is it?

AMM is a technology driven traveller tracking, destination information, alerting and communication system that is linked directly to Amadeus, the live system that is used to manage all of your travel bookings. Risk alerting data is provided by Riskline™, award winning global travel security consultants.

## What does it look like?

AMM comes to you in the form of a mobile app for use by the traveller and a cloud-hosted secure portal for travel and security managers.

### Traveller

The app delivers global risk alerts and pre-trip briefings directly to the travellers' hand held device in 3 ways:

- In app communication
- SMS
- Email

In addition, AMM can be used by the Travel/Security Manager to communicate directly with travellers to initiate pre-planned protocols or request location and wellbeing updates.

### Travel/Security Manager

For managers with travel and risk management responsibilities, the tool provides a configurable risk dashboard and heat map with the ability to contact and communicate with travellers whose journey is listed within the tool. In an emergency situation this can save vital time and provide invaluable contact support and direction.



## Functionality

AMM is fully configurable and offers over 15 feature and tariff options that can be shaped to meet your exact budget and requirements.

The features of AMM can broadly be categorised into 3 key areas:

- Traveller Tracking
- Destination information and alerts
- Communication

## Traveller Tracking

### Reporting

Filter, review and export traveller data by a large range of criteria, including: destination, risk level, travel date range, flight number and geographical region.

## Risk Intelligence Dashboard

A global risk intelligence dashboard keep you up to date with relevant alerts, notices, country summaries and pre-trip advisories that can be shared with travellers according to their location/destination.

## Live push pin map

A clear map interface with colour coded push pins according to traveller status makes it easy to see who is where at a glance.

## Automatic traveller risk alert report

Automated emails are sent to the travel/security manager as soon as the system is alerted to an incident that has occurred in an area that organisational travellers are travelling to. This information can then be used to mobilise a communication protocol.

## GPS enabled location request

GPS enabled location requests act as a quick and easy way for an organisation to check on the welfare and location of a travelling member of staff. Checking in via this technology provides travel/security managers with the live location of their travellers. This function can also be scheduled to facilitate regular check-ins.

## Destination Information and Alerts

### Pre trip briefings

Automated pre-trip briefings sent to the traveller equips them with vital information to better prepare themselves for the environment and culture they are travelling to.

## Destination Information Incident Alerts

Travellers are alerted to any incidents that take place at their destination via SMS, email and in-app.

## Configurable alerts

The alerting functionality is highly configurable and can be configured by different tolerances for severity of incident and location to ensure you get the information that is best suited to your requirements.

## Same flight alert

Be automatically alerted if more than a defined number of employees are booked to travel on the same flight.

## Communication

### 2 way enabled communication

2 way communication is facilitated with travellers via SMS, email and app, either reactively, as part of a crisis

management protocol or as part of a planned programme of communication. Scheduled messages can be used as part of pre-trip, in-trip and post-trip processes and are auditable, providing a valuable audit trail.

## User Account Structure

AMM offers the ability for multiple users to access the system and utilises a hierarchical structure to manage access permissions within a global or multi-departmental organisation.

## Who are Amadeus?

Amadeus is the leader in technology solutions for the global travel and tourism industry and the largest transaction processor, serving more than 195 countries and handling up to 1 billion transactions each day.

As the leading industry operator at the intersection between technology and travel, Amadeus develop solutions to optimise the capabilities and performance of travel companies and the clients they serve.

## How do I get started?

Getting started is easy. Simply get in touch with your account manager who will go through the configuration packages with you and could have you set up in as little as 1 week, with packages starting from £10.50 month\* per organisation.

\*monthly fees are based on an annual contract and subject to a one off setup fee.