

CATALYSTS FOR CHANGE:

Building the Hospitality Ecosystem of the Future



THE DRIVING FORCES FOR CHANGE

Today's traveler expectations

- SUSTAINABLE** options to reduce environmental impact
- DIGITAL SOLUTIONS** to put travelers in control of their trip
- PERSONALIZED EXPERIENCES** tailored to individual preferences
- PEACE OF MIND** through expanded and flexible travel protection offers
- SEAMLESS JOURNEYS** organized through a single booking process

How can the hospitality industry adapt to better serve the needs of travelers?

Building an integrated **end-to-end journey** starts with:

TIPS FOR TRAVEL SELLERS

- ✓ **OFFER FRESH CONTENT** presented in one location
- ✓ **OFFER ONLINE BOOKING** for small to mid-size gatherings as new ways of work create demand for group travel
- ✓ **USE DATA** for actionable insights into booking, pricing, and occupancy trends
- ✓ **ADOPT NEW TOOLS** to maximize efficiency as travelers become more price conscious

TIPS FOR MOBILITY PROVIDERS

- ✓ **INCLUDE SUSTAINABILITY** information on carbon emissions and more
- ✓ **DEMONSTRATE SAFETY** measures to ensure hygiene in rentals

TIPS FOR INSURANCE PROVIDERS

- ✓ **INTEGRATE TRAVEL PROTECTION** directly into the booking process
- ✓ **PERSONALIZE** options to meet the specific needs of a traveler
- ✓ **PROVIDE INTERACTIVITY** during trips to assist travelers with orientation and planning
- ✓ **LAUNCH AUTOMATED**, simplified claims processes to proactively support travelers

TIPS FOR HOTELS

- ✓ **OPTIMIZE DEMAND GENERATION** through business intelligence data and omni channel marketing campaigns
- ✓ **INTRODUCE DIGITAL CAPABILITIES** to support rapid check-in, keyless room entry, amenity requests, services and more
- ✓ **USE AUTOMATION TECHNOLOGY** to manage daily operations and critical event details with ease
- ✓ **FOCUS ON PERSONALIZATION** to reflect individual guest needs more accurately and build loyalty



Amadeus provides the most comprehensive **hospitality technology portfolio** available in the market today to connect supply and demand – ultimately making travel better for everyone, everywhere.

[DOWNLOAD THE REPORT](#)

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