



PRESS RELEASE

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Austrian Airlines signs deal with Calidris to halt revenue leakage

Austrian Airlines today announced a deal with Calidris to enable it to maximise its revenue recovery in a new Passenger Service Environment, by re-engineering processes, stopping revenue leakages, increasing load factor and yield and reducing cost.

Austrian will also be able to have more accurate, stable forecasting for its revenue management and more correct data for the business.

Austrian experiences a large number of 'bottleneck' flights around seasonal periods such as Easter and Christmas, when large numbers of seats are booked. The Calidris solution will enable it to ensure that duplicate or false bookings are eliminated, releasing the respective seats to people that will really fly.

"We selected to work with Calidris over other revenue integrity providers for many reasons" said Christian Frey, Director Revenue Management Projects and Systems at Austrian Airlines. "The Calidris solution works in real time, meaning problems are solved instantly and seats returned back to sale in time. Calidris' best practise solution will enable the airline to save revenue, and in turn release false bookings, enabling the airline to fly a full quota of seats, to offer an efficient service to customers."

"We are delighted to be working with Austrian" said Kolbeinn Arinbjarnarson, CEO Calidris International. "We are committed to offering solutions for airlines to maximise the benefits of their new PSS environment."

NOTES TO EDITORS

About Austrian Airlines

For 50 years the Austrian Airlines Group has been providing an attractive portfolio of services in the scheduled, cargo and charter segments. Top levels of quality and punctuality, an outstanding price-performance ratio, a dense network of connections via

the central Vienna hub, individualised fare selection options and the proven Austrian touch are just some of the features used successfully by the Group to distinguish itself from competitor airlines. In line with the "Focus East" strategy, the main markets of the Austrian Airlines Group are its Central and East European services and connections to the Middle East. Long-haul services to North America and the Far East complete the Group's product range.

www.austrian.com

About Calidris

Calidris is the leading provider of Business Change Management solutions to the global airline industry.

It increases customers' business performance and agility by removing the constraints of legacy GDS systems (and associated silo processes and sub-optimal workflows) and provides enabling technology for designing, implementing, managing and automating new processes to optimise operational effectiveness and support the introduction of differentiated services that enhance the travel experience, improve passenger loyalty and increase revenues.

Calidris' solution layers over and augments the capabilities of legacy systems by unifying disparate data sources and workflows, and introduces joined-up front- and back-office process management which enables Airlines, for the first time, to implement an end-to-end Integrated Order system (combining an Order Data Store and processing engine) and leverage new business models that increase competitive advantage and positively impact the bottom line

Calidris combines a suite of innovative business software tools with best practice frameworks and expert business process engineering to deliver a highly flexible and powerful solution that can be tailored to individual customer requirements and business needs

Calidris' technology is at the heart of the business operations of some of the world's leading airlines including British Airways and Emirates. The company was founded in 2002 and is headquartered in Reykjavik, Iceland.

www.calidris.com