



## PROPEL YOUR BUSINESS WITH RELIABLE, BEST-IN-CLASS APPLICATIONS

### TRANSPORTATION APPLICATIONS SERVICES

EDS works with transportation companies to manage, develop and integrate the applications they need to stay ahead of the competition. Our proven, customizable applications support airlines, freight, logistics & rail, and travel and hospitality companies across the globe.

#### FAST FACTS

EDS is the No. 1 provider of IT services and solutions to the travel and transportation industry.

We have more resources supporting airline applications than any IT company - 9,000 subject-matter experts who understand your business.

We have more than 300 industry clients located in over 60 countries.

Our world-class alliance partners add unprecedented domain and technology expertise, helping us build the highest-value solutions possible.

EDS' strategies help our clients save on flight operations, procurement and overall IT outlay.

#### Controlling costs and increasing efficiency

Slow migration to e-tickets. Increasing distribution costs. High fuel consumption. Low aircraft utilization. Declining cargo revenues. Few air carriers can avoid these cost and efficiency challenges. Unproductive dispatching and inefficient maintenance don't help matters, either. Especially when they translate to flight delays - and unhappy customers.

#### A global leader in applications resources

You can rely on EDS because we're experts in your industry and offer more applications resources than any IT provider. We collaborate with airlines the world over, giving them the tools to run faster, cut costs, strengthen customer service and boost revenues. Enjoy measurable business improvements as EDS helps create, extend or manage one or more of the applications your enterprise depends on.

#### What you can achieve

- Cut distribution costs, drive up e-ticket penetration and increase load factors with the right passenger reservations tools.
- Deliver consistently excellent customer service at check-in with a strong departure control system.
- Use less fuel and improve on-time performance through better flight planning.
- Save time and money with a revenue accounting system that efficiently reconciles ticket and sales information.
- Improve cash flow by reducing fare display and pricing transaction costs and publishing fare changes in minutes.
- Increase cargo revenue with a powerful reservation system that delivers real-time booking, track and trace capabilities, and easy integration with third-party logistics.



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*"We are committed to giving all customers full visibility and access to their information. The new site is an essential step in expanding American's global electronic distribution options for customers."*

**Dave Brooks**  
President  
American Airlines Cargo

### **Ensuring timely delivery for AACargo.com**

In 2000, American Airlines launched an ambitious initiative to create AACargo.com, a customer service Web site for its air freight customers. After two years of development, the site was still a work in progress, and the airline was growing frustrated. American chose EDS to help it deliver the system it originally envisioned.

EDS helped create an unparalleled customer service tool offering everything from e-mail delivery confirmation to customizable tracking reports. Users log on from their computers, PDAs and even mobile phones to access detailed, real-time information about shipments - from drop-off to delivery and at any point in between. No other carrier offers such comprehensive service online.

Within the first three months of operations, more than 1,000 customers registered at AACargo.com. The site offers a level of service unavailable even from larger freight-only operations, including its ability to provide tracking reports for up to 750 separate shipments simultaneously. American hopes to reduce labor costs as more freight customers shift from its call center to the Web site to manage their shipping needs. And a project that had been on the verge of collapse is now helping American set a new standard for responsive customer service across the air-cargo industry.