

Allianz Partners  
Group Communications

# Media release

## Allianz Partners integrates Amadeus' personalized traveler servicing solution in its travel platform Allyz

Allianz Partners is the first company to adopt “Amadeus Hey!”, a new set of traveler servicing solution APIs that provide relevant information and services to customers for a more convenient trip.

Paris, 13th October 2021

Travel can sometimes be stressful and complicated, even more during the current situation as rules and itineraries are evolving frequently. Companies servicing travelers need to provide the right information at the right moment, in a simple and contextualized way.

To meet travelers' needs, Allianz Partners, a global leader in assistance and insurance services, has become the first partner to integrate [Amadeus Hey!](#), a new set of traveler servicing solution APIs in [Allyz](#), its one-stop-shop travel platform that offers services from a variety of travel partners first in Spain, France and Germany.

Amadeus Hey! acts as a digital travel assistant within Allyz and engages travelers with personalized and real-time trip information and services such as flight delay, gate change or baggage carousel number<sup>1</sup>.

The Amadeus Hey! unique business rule engine orchestrates travel-related messages and pushes them to the traveler via Allyz. It also serves as a 'wallet' for travelers, where they can retrieve or upload their trip details and find consolidated information in one place and receive automatic notifications.

**Lydie Hippon Darde, Global Head of the New Models Unit of Allianz Partners** said, “We are excited to roll out Allyz with Amadeus Hey!. This solution allows us to increase engagement with our customers by providing contextualized trip information and services to

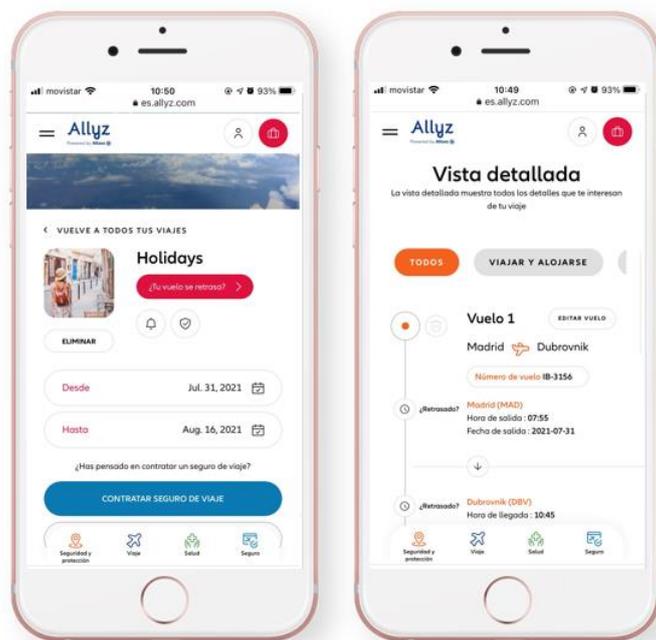
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<sup>1</sup> These services are already live within Allyz or about to launch.

customers before, during, and after the trip. Amadeus Hey! gives us the ability to deliver meaningful and differentiated services, all in one place, that make customers' lives easier.”

**Marion Mesnage, Head of Nexwave, Amadeus**, said, “Providing the right information at every step of a trip is a key element to increase travelers' confidence. Our solution helps Allianz Partners to assist its customers when they are traveling, delivering key information right when they need it. Travelers will feel cared for throughout their journey, which will help to bring back the joy in travel.”

You can see a demo of Allyz here: <https://youtu.be/BOzqFlveuYY>



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## About Allianz Partners

Allianz Partners is a world leader in B2B2C insurance and assistance, offering global solutions that span international health and life, travel insurance, automotive and assistance. Customer driven, our innovative experts are redefining insurance services by delivering future-ready, high-tech high-touch products and solutions that go beyond traditional insurance. Our products are embedded seamlessly into our partners' businesses or sold directly to customers, and are available through four commercial brands: Allianz Assistance, Allianz Automotive, Allianz Travel and Allianz Care. Present in over 75 countries, our 19,400 employees speak 70 languages, handle over 58 million cases each year, and are motivated to go the extra mile to offer peace of mind to our customers around the world.

For more information, please visit: [www.allianz-partners.com](http://www.allianz-partners.com)

## About Amadeus

Travel powers progress. Amadeus powers travel. Amadeus' solutions connect travelers to the journeys they want through travel agents, search engines, tour operators, airlines, airports, hotels, cars and railways.

We have developed our technology in partnership with the travel industry for over 30 years. We combine a deep understanding of how people travel with the ability to design and deliver the most complex, trusted, critical systems our customers need. In 2019, we helped connect over 1.9 billion people to local travel providers in over 190 countries.

We are one company, with a global mindset and a local presence wherever our customers need us. Our purpose is to shape the future of travel. We are passionate in our pursuit of better technology that makes better journeys.

Amadeus is an IBEX 35 company, listed on the Spanish Stock Exchange under AMS.MC. The company has also been recognized by the Dow Jones Sustainability Index for the last nine years.

To find out more about Amadeus, visit [www.amadeus.com](http://www.amadeus.com).

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