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**Sabre Customer Conference for**  
**Qik Users and Sabre-Hosted Carriers**  
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*[SLIDE - OPENING TITLE]*

- Good morning. I'm glad to be here with you -- it's always great to be with customers.
  
- And I'm pleased we have airlines, airports, and agencies represented today.
  
- We *certainly* appreciate all of your business -- and your trust in Sabre.

*[SLIDE – COMMITMENT TO YOU]*

- A great deal has happened since our time together last year -- some interesting and exciting things, and some things so awful in our world that we can barely comprehend them eight months later -- things that have had a significant negative impact on our industry. However, we see signs of progress and recovery -- albeit gradual.
  
- I know that all of our financial situations have changed since 9/11.
  
- However, I want you to know that Sabre's strategy -- to provide industry-leading technology services *for you* -- has not changed.
  
- In support of that strategy:

- We are continuing to invest in building the knowledge and expertise of our 7,000 employees -- serving you in 45 countries around the world.
- We are continuing to invest in the best technologies.
- And we are strengthening and growing our Qik solutions and reservations services.

*[SLIDE – SABRE DEFINITION]*

- In other words, our people, technologies, and products position *you* to lead and give you *competitive advantage*.
- And particularly now -- because of what's happened in the travel industry -- we are taking *aggressive actions* to bring even greater value to you. We believe that's what leaders do.

*[SLIDE – SABRE PEOPLE]*

- We're only as strong as our employees. And Sabre is fortunate to have many people who are outstanding not only in the technology field, but in their knowledge of the travel industry as well.
- To keep the bar high, Sabre spends millions of dollars annually on employee development, and we average 40-plus training hours per employee, per year.
- We are continually refreshing technical skills -- we're currently emphasizing *extreme programming* -- which means our programmers have the latest and greatest skills and tools.

*[SLIDE - TECHNOLOGY]*

- Providing you with the best technologies is a long Sabre tradition -- and one that will continue.

- We are always leveraging existing technologies -- and upgrading to newer ones.
- For example, **decision support** tools are the ruled-based technologies Sabre pioneered -- beginning in the 1980s with yield management algorithms.
- Today, we're taking the investments, intellectual property, and expertise we have in decision support -- and applying it to new areas.
- For example, we're taking the technology that helps airlines maximize flight yields -- and applying it to diverse areas such as catering.
- Our technology is based on a **service-oriented architecture**. We have moved many of our mission-critical apps from legacy to open systems.
- A key investment over the next two years is moving our pricing technology to the Compaq Himalaya open-systems platform. This lets us offer you:
  - 24/7 system availability;
  - Richer content;
  - And it ensures Sabre will be able to introduce new products and services to you -- faster than we ever have before.

*[SLIDE – TRAVEL VALUE CHAIN]*

- This slide illustrates the travel value chain and how Sabre can add value to your business throughout all phases.
- And our future strategy is based on deepening and extending the value we bring across the entire chain.

- For example, during ***Initiation*** today, we help you stimulate demand in many ways.
  - Across all of our products, we enable you to use customer relationship management tools to create interest, drive sales, and close sales.
  - We make ***one-to-one marketing*** reality for many airlines and agencies.
    - For example, Sabre *Sales Manager* helps airlines present compelling offers -- tailored to an individual traveler's needs.
    - And, the latest edition of Qik gives airlines and agencies even ***greater*** ability to bring new technologies into the marketing function -- positioning you for today and tomorrow.
  - Obviously, the ***Reservation*** phase is key. And Sabre's products let you integrate all of the reservation functions and provide ***outstanding*** customer service.
  - At ***Embarkation***, we are helping to improve the travel experience.
    - We have developed several solutions to help airlines and airports process passengers more seamlessly.
    - And these solutions are ready to incorporate new security initiatives, as they are mandated. We believe it will take ***all*** of us working together to get more people flying again.
  - And finally, at ***Conclusion***, we help you track information and perform analysis to ***continuously*** improve productivity, efficiency, and revenue.

- We offer several market analysis tools that help you view key industry data -- to better *understand* your market share. These products can help with areas such as serving your frequent travelers -- and spending your advertising dollars more wisely.

*[SLIDE – CLOSING]*

- There are a lot of ways we demonstrate our commitment to remaining your *leading provider* of IT solutions.
  - We invest more in *people* -- to provide the best service possible.
  - We invest more in *technology* -- to keep you on the leading edge.
  - And we invest more in *product* -- to help you optimize your business.
- I appreciate your participation in this Customer Conference.
- And I hope you have a great week here in Dallas!
- Thank you.