Future Air Travel Tech

What's taking off ?

TTI
Clare de Bono
Sept 2021

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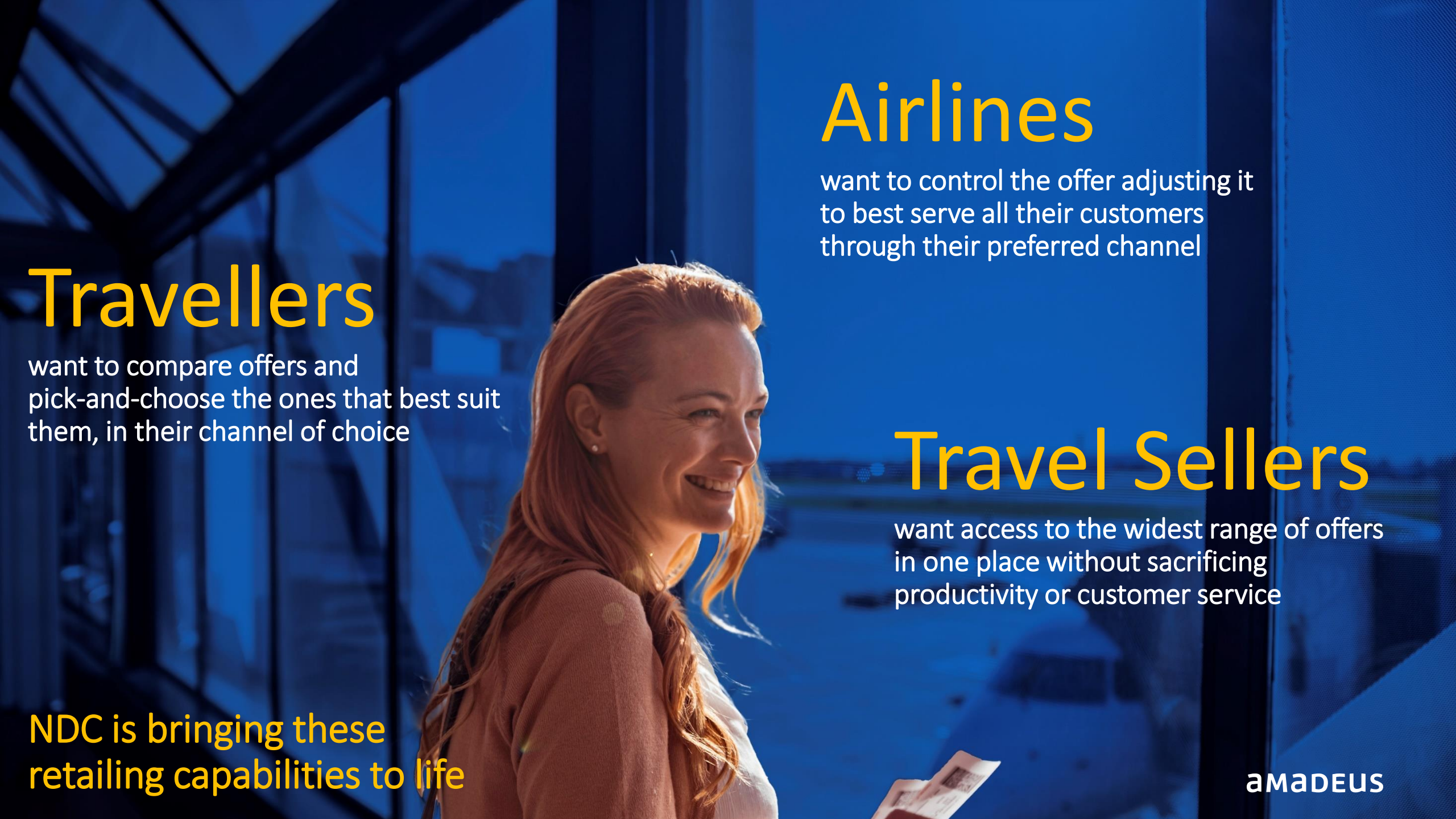
Retailing and consumer expectations have changed over the years - for everyone!
amazon
Google
airbnb


Airlines
want to control the offer adjusting it to best serve all their customers through their preferred channel
Travellers
want to compare offers and pick-and-choose the ones that best suit them, in their channel of choice
Travel Sellers
want access to the widest range of offers in one place without sacrificing productivity or customer service
NDC is bringing these retailing capabilities to life
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The integration challenge

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Registered airlines per NDC versions and certification level (01 June 2021)

	Level 2	Level 3	Level 4	@scale	
17.2 expires feb23	-	3	8	LUFTHANSA GROUP, AEGEAN, IBERIA, BRITISH AIRWAYS 12	*23*
18.1 expires feb23	-	3	5	2 FINNAIR	*10*
18.2 expires feb23	-	5	AEROFLOT, AIRFRANCE KLM 9	2	*16*
19.1 expires feb23	-	1	3	-	*4*
19.2 expires oct23	1	1	3	1	*6*
20.1 expires feb24	-	-	-	-	
20.2 expires oct24	-	-	-	-	
Total: 59 airlines	*1*	*13*	*28*	*17*	

53 airlines to upgrade their API in next 2 years

Only few airlines using recent versions with enhanced capabilities and converged flows

*=> **Smaller airlines not joining the transformation***

Source: IATA NDC Registry (01 JUNE 2021)

NDC [X] solutions: where we are in our journey?

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We are live

Fully integrated End to End flow in production

Shopping and booking

- Fully Aggregated Search
  - NDC + EDIFACT & LCC
- Public, Private & Corporate fares
- Ancillary Services + Seat Map
- Credit Card (with OB Fees)
- Cash Settlement (BSP/ARC)

Post-booking Servicing

- Void/Cancel & Refund
- Voluntary Changes
- Involuntary Change Notifications & Queues

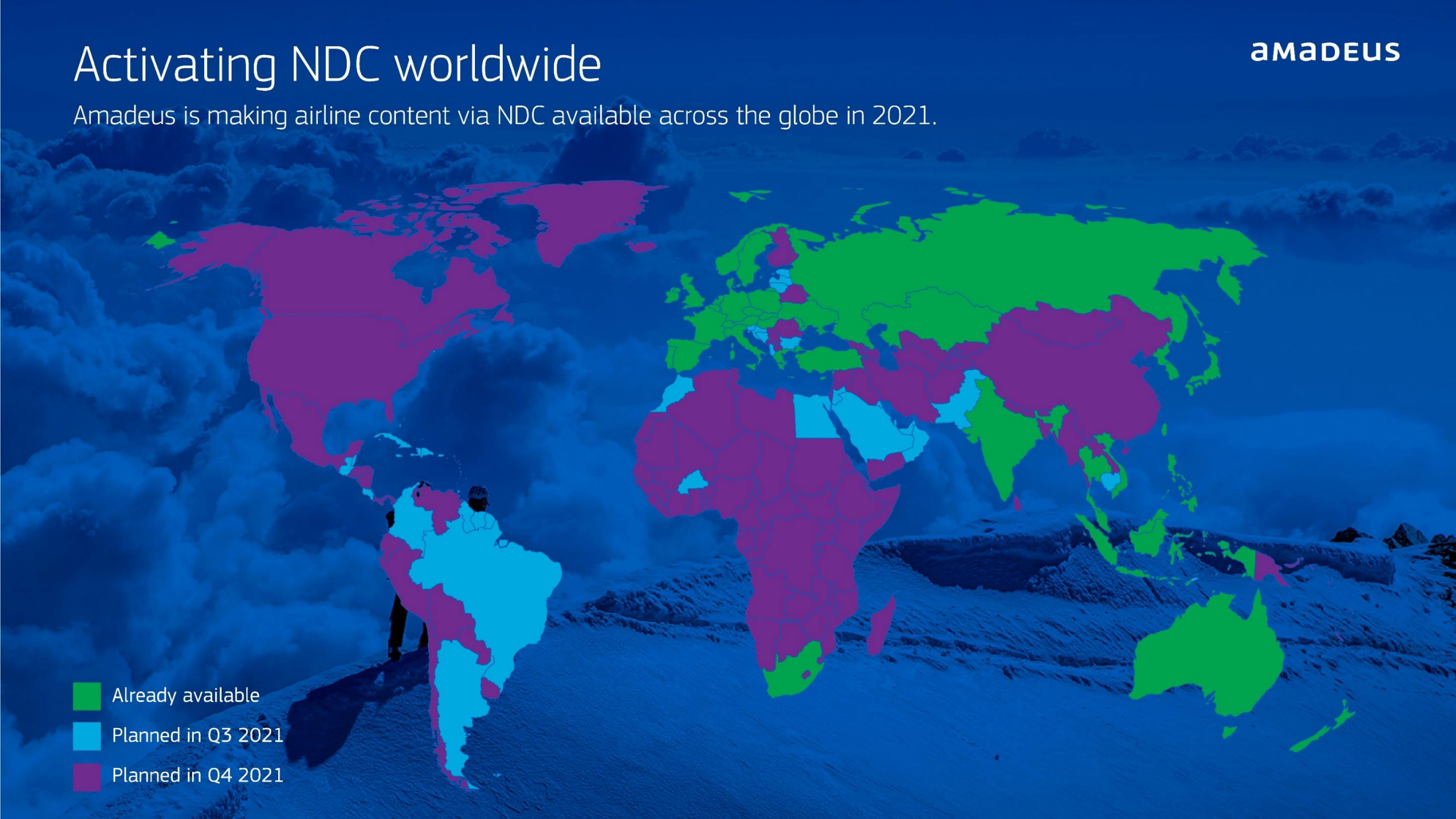
Integration

- Back Office feed based on A.I.R.
- PNR with active Flight Segment
- Improved Synchronization

With full solution inter-operability!

Activating NDC worldwide

Amadeus is making airline content via NDC available across the globe in 2021.



Key takeaways

Amadeus brings

- All content in one place
- Normalization
- End to End Servicing
- Full Integration

NDC brings

- More Content
- Simplification
- More Personalization
- More Dynamic Environment

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The New Travel

The extended Traveller Journey as a safe way "back to travel"

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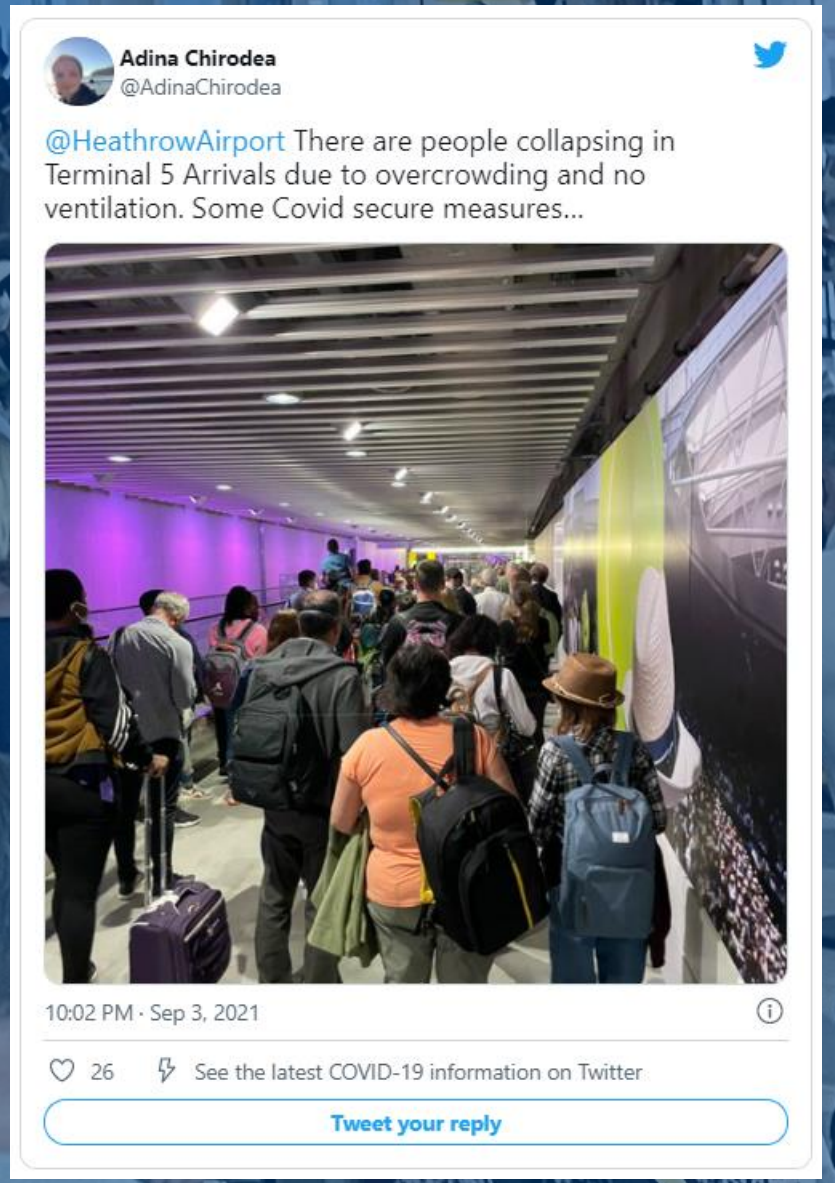
Many travel processes need to be reengineered



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The new Traveller Journey

Inform

Information on country-specific entry requirements

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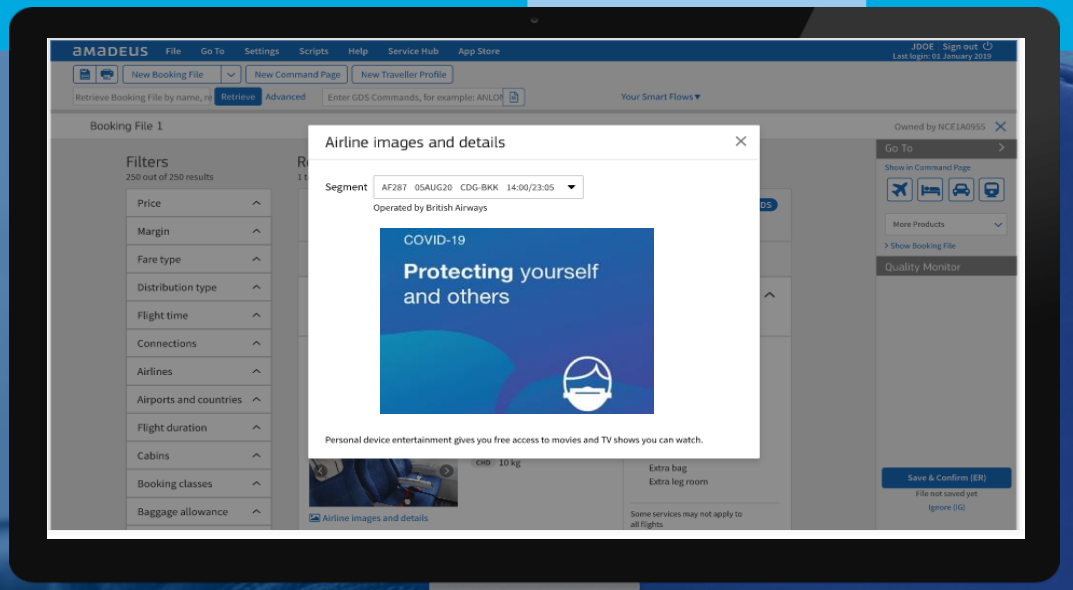
The new Traveller Journey

Inform

Information on country-specific entry requirements

Search

Information on security measures on board



Information on security measures in the accommodation

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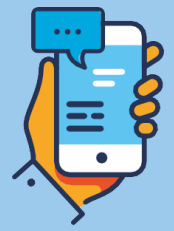
Test

Reminder of entry requirements & testing opportunities

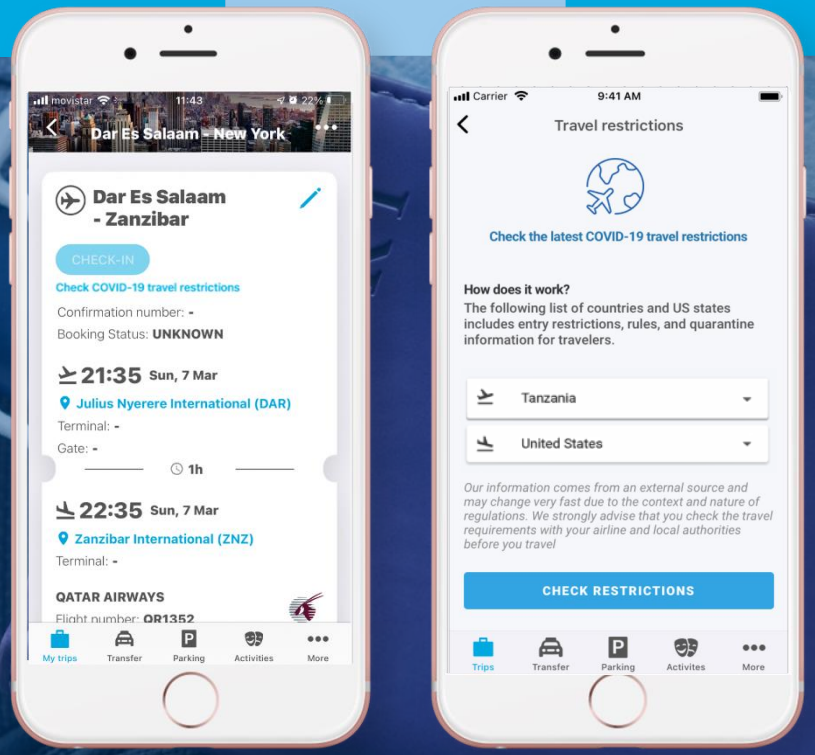
Remind



Scan of the health certificate at the point of sale

Book

Verify Health



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Verify Health

Verification of health

End-to-end validation flow

Traveler
with proof

Interaction within journey touchpoints
e.g. Check-in App

- Scan or upload
- Connect to health aggregators
- Connect to laboratories or test centers

Document qualification

- OCR* check
- Validity check
- Authenticity check

Integration into provider backend systems

Airline Systems
Airport Systems
Hotel Systems
etc.

Traveler
receives clearance

* Optical Character Recognition

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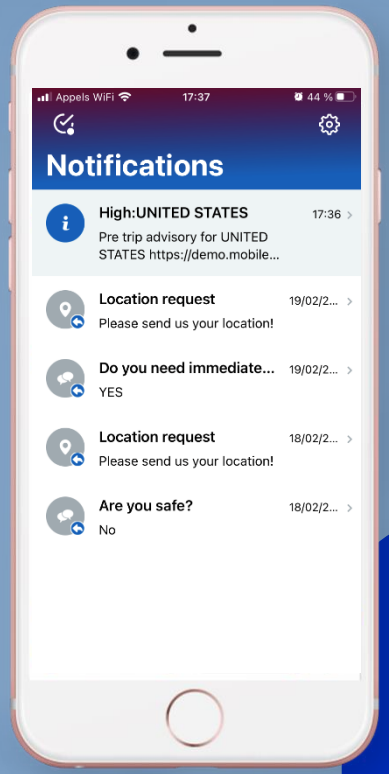
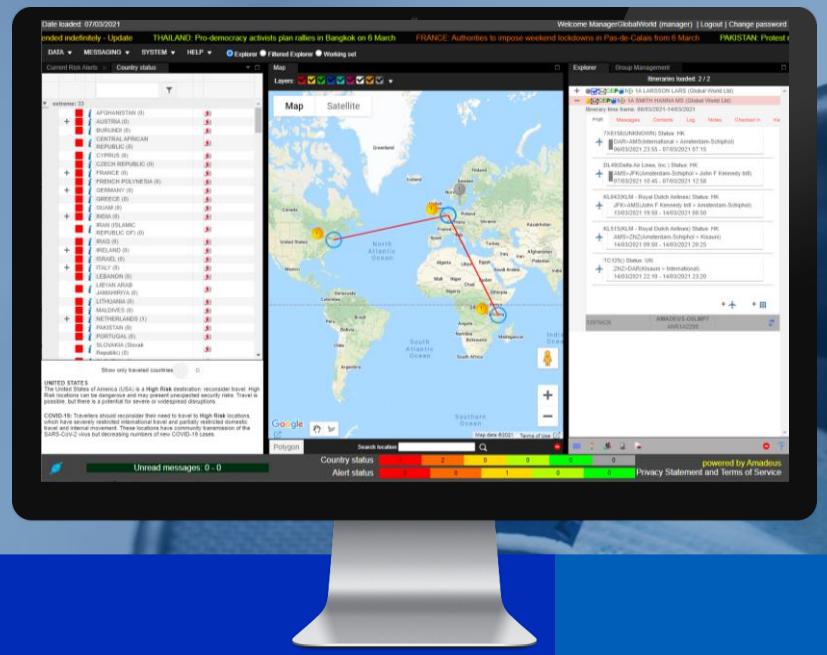
Bag Drop & boarding

Contactless airport solutions

Proof of health at the gate





Disruption Support

Notification of travellers in the event of new risks

Service at Destination

Transfer or revalidation of health certificates

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New forms of cooperation are a prerequisite for success
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