The five key technologies you need to know for best in class travel retailing
The other consultancy - from strategy to implementation and beyond

FOSTERING INNOVATION IN THE DIGITAL AGE

transformation - marketing, sales, network development, revenue management, customer experience, product development, distribution, ancillary sales and retail, innovation club, start ups and innovative tech, brand and positioning, business models

ursulasilling@xxlsolutions.us
Let us travel simple and efficient, conscious and paperless.

Being notified about our flight or bag status is important - with a human touch when disruption happens.

We want to make the most out of the in-flight experience.

Fast, intuitive and self-serviced airports experience is what we want.

Source: IATA Global Passenger Survey, 10,408 respondents - 27% Europe, 22% USA, 21% Asia Pacific, 15% North Asia, ROW
Start with the customer

Understand
- Data and insight
- Expectations
- Relevance, personalisation
- Time and effort

Engage
- Experiences
- WOW
- Localisation
- Seamless, holistic

Augment
- Preferred language
- Preferred communication
- Channels
- Authenticity
- Empathy
From production oriented to smart

- CD player
- API
- Social
- Video streaming
- Robotics
- BLOCKCHAIN
- Deep learning
- cloud

- ETL
- Apple
- MACINTOSH
- XML
- Voice
- iPaaS
- Face to face (virtually)

- GDS
- EDI
- MS WINDOWS
- USB
- Kindle
- Social

- EDI
- Mobile phone
- DISPOSABLE CAMERA
- web, blogging
- Iphone & apps
- Snap, WhatsApp

- Electronic Res System
- 50's
- 60's
- 70's
- 80's
- 90's
- 2000's
- present & future

Mega Event Worldwide, Long Beach, 2018
Understand

Creating knowledge from all data: understanding, reasoning, self learning.

It is estimated that "80% of unstructured data in organisations"
Get lost.

Discover Weekly. The playlist made just for you, every Monday.

To generate your Discover Weekly playlist - we need to get to know your tastes for a few weeks, so get Spotify above and start listening. If you are already signed up, click get playlist to see if your playlist is ready.
These recommendations are based on items you own and more.

View: All | New Releases | Coming Soon

1. **Rode SC6 Spezial-Adapter (Dual TRRS Eingang auf 3,5mm Ausgang)**
   by Rode Microphones (4 Feb 2014)
   Average Customer Review: ⭐⭐⭐⭐⭐ (4)
   In stock
   **Price: EUR 12,90**
   18 used & new from EUR 10,26

   I own it: [ ] Not interested: [ ] Rate this item:

   Recommended because you purchased Rode TRS-TRRS Adapter (3,5 mm Buchse auf Stecker) schwarz and more (Fix this)

2. **Zacro Smartphone Halterung Adapter für Handy Fits iPhone und andere A**
   by Zacro (1 Nov 2016)
   Average Customer Review: ⭐⭐⭐⭐⭐ (106)
   In stock
   **Price: EUR 8,29**
   3 new from EUR 8,29

   I own it: [ ] Not interested: [ ] Rate this item:

   Recommended because you purchased AmazonBasics Leichtes Stativ, bis 1,52 m, inkl. Tasche, m... and more (Fix this)

3. **Rode VC1 Verlängerungskabel für Videomic**
   by Rode Microphones (10 Dec 2010)
   Average Customer Review: ⭐⭐⭐⭐⭐ (42)
   In stock
   **Price: EUR 10,00**
   27 new from EUR 10,00
Relax — booking travel just got easy

Hopper tells you when to book and when to wait for both flights and hotels. Oh, and it's free!
The new airline frontier: Personalisation through AI enabled dynamic pricing and offer management
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Engage.

Meet your customers where they like to be, when they prefer, how they prefer. Talk to them in their language.
Which language do you prefer to communicate with the rest of the world?

AI/ML  VOICE  Deep learning
> 130,000 mentions via social media per week
> 250 social media service agents
30,000 conversations per week
5 or 6 Q & As
AI for Travel

Mezi is your Personal Travel Assistant.
The more you go, the better it gets.

Download on the App Store
Get it on Google Play
Up-selling
72% of decision makers believe that AI will be “the biggest business advantage of the future”

Enhance and augment

Think holistically - create experiences to remember - and share
LET ME DO IT ALL AT ONCE

Additional products or services purchased together with flight tickets:
- Hotel: 53%
- Insurance: 40%
- Transportation from the airport to final destination: 32%
- Car rental: 32%

Source: IATA Global Passenger Survey, 10,408 respondents - 27% Europe, 22% USA, 21% Asia Pacific, 15% North Asia, ROW
Cross-selling

Avis has sent you an Amazon.com Gift card for $6.00 that has been automatically added to your Amazon.com Gift Card Balance.

$6.00

Claim Number: XXXX-XXXXXXX-9E2H

View your balance

Enjoy your gift card of $6.00 for your rental made at SALT LAKE CITY INT'L AIRPORT# on 10 OCT 2018. Thank you for renting with Avis!
Top deals & offers at Geneva

Save 20% at Greens
Before security, Food Court

Save time at security

Priority lane vouchers online

You can buy vouchers for a security fast lane online to save time when flying at peak times. The Priority Lane voucher costs CHF 8.00 per passenger and must be booked online before midnight of the day before your flight. Priority Lane is not available in Terminal 2 but can be used for flights from the French sector.
The Grab Platform

Grab is an open platform that connects airport restaurants, retailers, and services to travelers.
Choose departure to Oakland

Flight insights

- Dates
- Price graph
- Airports
- Tips

Save up to $1,002 when you book your Flight + Hotel together.

Fare class

Fly in Business for $552

Enjoy more services and better comfort

Oakland travel guide

Make the most of your trip with info on top sights, suggested day plans, maps, videos, and more

Google Trips
HUMAN TOUCH IS STILL IMPORTANT

25-54 y. o.
Phone call

+55 y. o.
Face-to-face interaction

Source: IATA Global Passenger Survey, 10,408 respondents - 27% Europe, 22% USA, 21% Asia Pacific, 15% North Asia, ROW
Travel perfection made simple.

Get insider tips straight from vetted locals in over 100 cities
We plan your dream trip, exactly how you want it.

Get a personal travel designer to custom-build your dream trip — everything you need to take off worry free.

GET STARTED

AS SEEN IN

Mashable  TRAVEL+LEISURE  weddings  TechCrunch  TIME  WSJ  COOL HUNTING
Delay Prediction

- **70%** < 30 min delay
- **10%** 30-60 min delay
- **15%** 1-2 hr delay
- **5%** 2+ hr delay

Based on historical performance, projected airport conditions, current flight status, and inbound flight information.
How we do it

Weather & airport conditions
Real-time flight data
Flight history & schedules
Air traffic control restrictions
Event intelligence (coming soon)

Forecast Delays
Our predictive analytics identify delay patterns across millions of flights to forecast disruptions hours, to months out.

Deliver Predictions
We deliver predictions via APIs, custom data feeds, and web/mobile apps.

Proactively Manage
Helping the entire travel ecosystem proactively manage delays.
Services that could best improve travel disruption experience:

- Real-time, accurate travel notifications: 54%
- Automatic flight re-booking and providing new boarding passes: 46%
- Face-to-face interaction with an airline agent who will arrange further travel details for you: 39%
- Receiving hotel accommodation: 38%
- Receiving meal vouchers: 26%
- Receiving airport services and restaurant/retail/service concession options (e.g. massage, pedicure, shops, lounges): 22%
- Baggage tracking information: 17%
- Receiving transportation service from the airport: 15%

Source: IATA Global Passenger Survey, 10,408 respondents - 27% Europe, 22% USA, 21% Asia Pacific, 15% North Asia, ROW
Mobilizing the traveling consumer.
A flight disruption management solution helping airlines harness the power of blockchain and smart contracts to improve the passenger experience.
AXA goes blockchain with fizzy

AXA is the first major insurance group to offer insurance using blockchain technology. Discover fizzy, a 100% automated, 100% secure platform for parametric insurance against delayed flights.
YOUR PERSONAL STYLE CONCIERGE FOR TRAVEL.

We lend a personalized wardrobe directly to your destination.

TRY IT NOW
DECENTRALIZED TRAVEL DISTRIBUTION

Making travel cheaper for consumers and more profitable for suppliers

Learn About Líf Token
Customizable, real-time inventory management and marketing.

Built on ethereum blockchain.
The Internet of Loyalty®

loyyal is the universal loyalty and rewards platform, built with blockchain and smart contract technology.
Opportunities were never bigger - technology is there

planning &
dreaming

booking
Flight

Hotel
Pet

Seat
Space
Luggage
Clothes to hire
Meals
Entertainment

Fast Track
Priority boarding
Stroller
Toys
Babysitter
Visa

Tours & activities
Ground transport
Porter Service
Lounge, Shower
Fast immigration
Clothes to hire

Tours & activities
Ground transport
Porter Service, Shower
Wifi & data roaming
Shopping
Lifestyle

Internal process dimension

Prepare
Products

Sell
Products

Fulfil
Customer
Experience

Customer
Care

Mega Event Worldwide, Long Beach, 2018
Make a difference!
Use it.

do things differently

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