



Digitize airline operations for a lean and agile take-off

The changing business scenario requires airlines to rethink their operational setup to meet the pent-up demand. Through our deep expertise and knowhow, we assist airlines in defining their digital personas. We also help automate business processes with selective human touch to transition from manual to a digital workforce.

To find out how you can make a rapid shift to the digital mode, connect with our experts at: explore.tnl@nagarro.com.

Thinking Breakthroughs

Build a blended digital workforce by defining digital personas and automating processes across business functions



Smart Crew

Transforming cabin operations and empowering crew for improved customer

- Virtual assistant to submit cash sales reports, automated updates on operational changes and capturing of passenger interactions
- Robust role-based communication
- Digital operations for flight cleaning feedback, cabin etc.
- Easy access to passenger information on the fly



HuBot customer service

Bridging the gap between customers and service agents by adding digital overlay

- Intelligent self service channels such as chatbot and voice bot to reduce service center response load
- Intelligent routing to right service agent
- Live sentimental analysis to assist the service agents
- Assisted responses and contextualised search across manuals



Connected AME

Shifting towards a paperless & smart way of aircraft maintenance & engineering

- Digital workflow for work order creation and authorization
- Quick search for reference workorders
- Hands-free inspection and voice enabled defect updation
- Predictive maintenance and notification for prescriptive actions



Digital ramp-agent

Transformed cabin operations and empowered crew for elated customer experience

- Maintaining work records digitally including workorders, workflows, Images etc.
- Digitized reference manuals & tech logs
- Real-time interactions with groups & individuals and status update of various activities like refueling, line maintenance, catering, cleaning etc.
- Mobile checklists

For more about us, visit www.nagarro.com

How we can help

Defining persona-based digital-add

- Persona based goals and pain points identification
- Stakeholder interviews to define and validate key attributes
- Impact analysis with up/ downstream applications
- Persona based scenario-creation
- Application development/ digital process implementation

Process automation and reengineering

- Assessment- process identification & scope definition
- AS-IS and TO-BE maps
- Financial and technical feasibility
- ROI and business case analysis
- Features roadmap

Setting up omnichannel support via Salesforce

- Process automation, workflow & knowledge base configuration
- Omni channel and automatic case assignments route implementation
- Service cloud integration with sales & marketing cloud for customer 360-degree view
- Mobile & embedded business intelligence via Power BI & QlikView

Connected Worker Our accelerator to fuel your digital

Our solution enables your global workforce to connect and collaborate seamlessly by leveraging mobile technology and reality technology on devices such as smart glass, mobile, tablet, and HoloLens.

Key features



You-See-What-I-See



Hands-free operation



Step-by-step work instructions



Business workflows



Speech to text conversion



Capture images and videos

For more about us, visit www.nagarro.com

Why Nagarro?

15+
Years' experience in airline
product engineering

27
Countries

12,000+
Experts

98.9%
Offered solutions match client's
expectations

About Nagarro

Nagarro is a global leader in digital engineering with over 15 years of experience in the industry. We help leading airlines across the globe become digital-first companies, enabling them to run intelligent and agile operations powered by data and automation, increase revenues through next-gen NDC-based distribution, and create a personalized customer experience via omnichannel engagement.

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