nagarro

Leverage cognitive technologies to offer a contactless and flexible travel experience

A touchless and flexible passenger journey has become imperative to reinstate passenger confidence in today's times. To meet these requirements, we use our deep expertise to help airlines maximize the benefits of advanced cognitive technologies and adapt to their processes & systems.

To find out how you can deliver an invisible journey experience to your passengers, connect with our experts at **explore.tnl@nagarro.com**.

Thinking Breakthroughs

Upgrading the passenger journey with invisible technology for contactless and flexible travel

New passenger preferences

- Minimal contact points
- Willingness to sign-up and share biometric data
- Ability to track own baggage
- Shorter queuing time at airports
- Efficient handling of baggage redressal by airline
- Seamless door-to-door travel
- Low risk of data breaches
- Easy processing of refunds and querying for regulations

Post arrival
- Sentiment analysis of customer feedback
- Notifications on luggage's whereabouts and quick claim processing

On flight
- XR based games and rewards with loyalty points
- Enabling BYOD (Bring your own device) for in-flight entertainment
- Smart cabin for on-board interactions

Check-in & boarding
- Verification of COVID reports and vaccine certificates
- Self-service bag drop using smartphone
- Disruption notification on WhatsApp, email and other channels

Before departure
- Biometrics registration Baggage check with
- immersive technology at home
- Super app for booking changes, taxis, and finding nearby places

Research & book
- Proactive communication of travel guidelines'
- WhatsApp bots for FAQs, services and queries
- Payment through digital wallet

For more about us, visit **www.nagarro.com**

How we can help

Passenger journey modeling

- Identifying touch points across passenger journey
- Creating maps based on user personas and identifying pain points
- Remodeling passenger touchpoints to remain contactless and adding flexibility across the entire journey

Custom product engineering

- Understanding business imperatives
- Concept consulting with business and technical feasibility
- Rapid proof of concepts to validate and monitor solution performance
- "Hyper Care" to ensure system runs as expected and achieves execution stability

Our accelerator to fuel your transformation

iPRM – Salesforce based accelerator for omni-channel passenger engagement

Biometrics enabler

Defined solution that can be implemened across mobile or web for passenger biometrics registration

iDocument verifier

Automated COVID document processing solution for tests, vaccination certificates and border entry documents

Scan-n-fly

An app that enables the travelers to validate if their baggage fits under airline baggage limits, before arriving at the airports

iBot

Intelligent airline chatbot for passenger queries, regulations, refunds and cancellations

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 evenues through next-gen NDC-based distribution, and create a personalized customer experience via omnichannel engagement.

Thinking Breakthroughs