Powering intelligent airlines
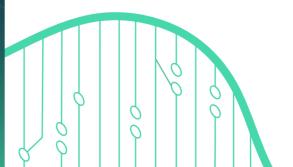
Lead the change with digital transformation

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The rapid growth of the aviation sector has made it indispensable for airlines to constantly upgrade and evolve in the world of digital transformation. By leveraging, cutting-edge technologies such as AI/ML, Cloud, Marketing Tech, and more, airlines can harness the latest from the field of innovation to accelerate their journeys towards enhancing passenger experience and achieving sustainability goals with higher operational efficiency.

At Nagarro, we help airlines engineer intelligent solutions for automating and streamlining their day-to-day processes and enable them to become digital-first. Our experts have partnered with leading airlines around the world to design smart, agile and lean processes. With our proven technological and domain expertise, we can help you manage specific airline needs and deliver value added services.

Want to know how?

Read on!

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We help engineer a resilient, intelligent, and agile take-off by:

1. Boosting data-driven smart operations:

By leveraging smart technology and data, create a blended digital workforce that not just automates processes across business functions, but also enhances predictability, and gives you faster turn around and increased through put.

2. Redefining passenger experience:

By understanding passenger needs at the various touchpoints - from pre-boarding to check-in to inflight services - offer them personalized ancillaries and recommendations at every stage of their journey.

3. Accelerating your path to net zero:

Are your business goals aligned with your net zero targets? Leverage our intelligent offerings to track your energy consumption, emissions, and waste. Our user-friendly and intuitive platform with automated data management gives you a holistic carbon emissions picture for all your Scope 1, Scope 2 and Scope 3 emissions.

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Boosting data-driven smart operations

Optimize **meal planning** with AI-based catering solution that uses digital display to understand food preferences and provides automated inspection to help you optimize meal planning.

Streamline **airline operations** with our ML & computer vision-based offerings that understand aircraft events and objects, and timestamps activities to keep the ground staff updated in real-time, and reduce the flight turnaround time.

Modernize your M&E tasks with our digital personas. Leverage our cloud-based mobility solution to digitize workorders, log searches, inspection checklist and real-time stakeholder collaboration.

Transform manual cabin operations and empower the crew staff by digitizing operations, providing access to reports, share instant feedback and communications, roster updates, and passenger preferences.

Integrate new products and features with a faster time to market and **realize the potential of NDC.**

Our smart offerings help you in:

- **Better forecasting**

- **Faster turnarounds & throughputs**

- **Proactive handling of situations**

- **Revenue growth**

- **Automating routine tasks**

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Redefining passenger experience

Reimagining passenger experiences and journeys with hyper-personalization

During booking

- Search and book flights and ancillaries
- Receive push notifications on travel guidelines for the journey routes
- Provide virtual assistance for FAQs & services

Before departure

- Enable contactless journey using biometrics
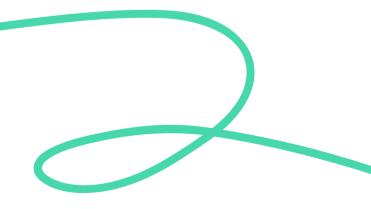- Validate baggage limits with Scan and Fly

In and post flight

- Enable integrated and personalized shopping
- BYOD (Bring your own device) for in-flight entertainment
- Enable sentiment analysis of customer feedback & automated responses

Smart engine recommendations offering personalized and unique ancillary options at each stage of the journey stages, spread across omnichannel devices

We redefine your digital journey by:

- Process blueprinting & consulting
- Platform evaluation
- MVP and prototypes
- Managed services & Devops
- Marketing and digital engineering

Accelerate your path to net zero

From mapping carbon footprint to providing reports on effective carbon reduction initiatives and transformation insights and operations, our smart solutions help you inch closer to carbon neutrality.

Our sustainability platform is designed to track airline's overall emissions and helps you capture the holistic view for Scope 1, Scope 2, and Scope 3 emissions, including business travel, deadhead, waste, conventional fuel, and SAF.

Map

Model and configure energy use from aircrafts and define metrices as per flight plans.

Reduce

Calculate and track progress towards SCIENCE based targets, benchmark KPIs to identify the sources leading to carbon footprint so that you can take appropriate measures for reducing emissions.

Optimize

Incorporate direct and indirect airline sources, including third party suppliers contributing towards emissions, for example catering companies, service providers, etc.

Neutralize

Lastly, view and compare not just the emissions but also the total offsets being done by use of SAF and other ways.

Success stories

Enabled Flyr to kickstart airline in 6 months by building their major components of IT systems from scratch.

Assisted Aeromexioco in providing personalized offerings based on marketing intelligence using customer 360-degree.

Re-engineered flight planning system for Lufthansa for improved scalability and reduced maintenance costs.

Developed web application for Star Alliance for accumulating client preferences and their response pertaining to the workplan for fuel requirements.

Client testimonials

"
Nagarro behaves like a start-up, ready for anything, very result oriented and not dwindling until we as a customer have gotten what we want.
"

Dr. Roland Schütz
Ex-CIO, Lufthansa Group

"
We enjoy a long-term partnership with Nagarro, as they have always understood our needs and have always delivered the right solution.
"

Jeremy Drury
Director - Digital & Technology Services, Star Alliance

Why Nagarro?

Deep industry expertise

• We have vast experience in product-engineering in the aviation sector and have delivered multiple mission critical projects for leading airlines.

• From legacy modernization to enhanced passenger experience, we understand the airline technology landscape across distribution, service fulfilment, and IROPS handling.

Proven frameworks & accelerators

• Our frameworks and methodologies are designed to work in an agile and collaborative way.

• Our accelerators are built keeping in mind the aviation industry needs and fit well into airlines' IT ecosystem. They can be used across different functions while reducing the time to market of the overall solution.

Product engineering DNA

• We excel at digital engineering and enjoy solving complex business challenges through agility and innovation.

• Our high customer satisfaction ratings stand testament to the quality work we have been delivering over the years.

Thinking breakthroughs mindset

• As an organization, we are wired for design thinking to help our customers curate solutions that can create a difference.

• Expect us to go the extra-mile to ensure your vision is best manifested in the products and solutions we build for you.

We measure our success by client satisfaction

90% of revenue comes from repeat business from our existing clients.

Q. Solution matched client's expectations?
A. 98.9% said yes!

Q. Aligned with client's corporate culture?
A. 99.5% said yes!

Q. Understood client's business needs?
A. 97.9% said yes!

Thinking Breakthroughs

About Nagarro

We are shaping the company of tomorrow

Nagarro is a global digital engineering leader with a full-service offering, including digital product engineering, digital commerce, customer experience, AI and ML-based solutions, cloud, immersive technologies, IoT solutions, and consulting on next-generation ERP. We help our clients become innovative, digital-first companies through our entrepreneurial and agile mindset, and we deliver on our promise of thinking breakthroughs.

We have a broad and long-standing international customer base, primarily in Europe and North America. This includes many global blue-chip companies, leading independent software vendors (ISVs), other market and industry leaders, and public sector clients.

Today, we are over 17,000 experts across 32 countries, forming a Nation of Nagarrians, ready to help our customers succeed.

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