Improve Passenger Experience During a Disruption

With Network Operations Passenger Protection from GE Aviation's Digital Group

Passenger Protection provides optimized solutions for rebooking disrupted passengers, enabling airlines to quickly recover from cancellations, long delays and misconnections. The application identifies new itineraries while considering the airline's business rules, preferences and the unique needs of each Passenger Name Record (PNR).

Detect

Passenger Protection instantly detects and displays passenger problems due to operational irregularities such as delays and cancellations.

Prioritize

Users may select priorities to automatically protect passengers according to the airline's preferences, such as individual passenger value, and may configure rules for selection of itineraries.

Optimize

Rapid, automatic generation of new itineraries simultaneously solves for all passengers on one or many disrupted flights, efficiently utilizing capacity across your airline's network or from other airlines and ensuring passengers arrive at their destinations as soon as possible.

Improved passenger experience during a disruption translates to measurable improvements in Net Promoter Score (NPS).

Airlines operate in such a complex, fast-moving environment that real-time insights and quantified information often isn't available for decision-makers, and previous experiences aren't informing improvements to existing solutions. These limitations can result in significant financial costs and loyalty impacts to an airline.

17% of flights delayed by more than 15 minutes*
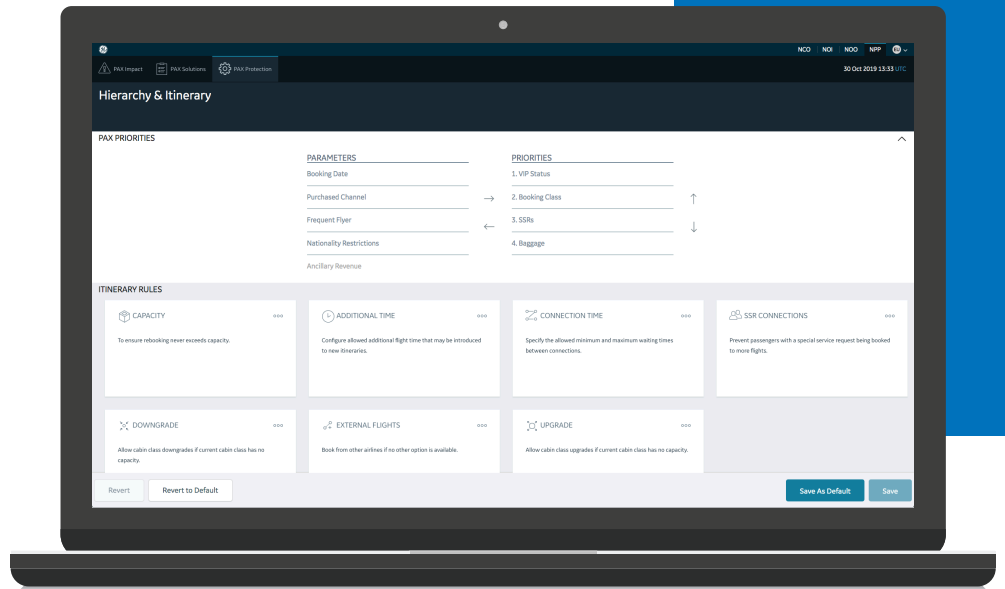
872M passengers globally affected by delays

$33B cost to commercial airlines as a result of irregular operations such as delays and cancellations

GE Aviation's Digital Group

Passenger Protection provides airline customer care managers a real-time digital solution to address passenger itineraries during irregular operations.

System features

- **Exceptions:** Passenger Protection detects and displays PNR data for passengers who have been stranded and misconnected due to operational disruptions, and provides a solution.

- **Profile:** Users are enabled to choose and prioritize the parameters that should be used to optimize routing options for the PNR.

- **Solution:** Once a solution is generated, users are provided with a series of data for each impacted PNR, including original and new itinerary details.

- **Notifications:** Passenger Protection can notify impacted passengers about a disruption and provide new itinerary details when available.

- **Commit:** Passenger Protection can modify passenger itineraries in the airline's reservation system and then display the committed results to the user and passenger.

Why choose Network Optimization Solutions?

GE Aviation's Digital Group's Network Operations suite of products provides airlines with real-time disruption management for improved passenger experience and operational efficiencies. See how flight delays and cancellations impact costs, revenue, and passenger experience and quickly obtain actionable optimized solutions to minimize the overall impact of disruptions.

- Real-time data collection and analysis across multiple systems

- Faster, more efficient disruption recovery driven by the airline's business objectives

- Powerful algorithms to solve complex airline disruption scenarios considering constraints of aircraft, crew, maintenance and cost

*In 2018. Source: Frost & Sullivan Global Airline Digital Transformation 2019 Market Model.

Learn More.

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