Amadeus Power-Up your business with NDC

Live Q&A

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Today’s speakers

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Air Distribution
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Digital Customer
Success

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Agenda

NDC Live Q&A

NDC news 15 min

Q&A 40 min

Your feedback 5 min

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NDC airlines roadmap

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Content : Our current NDC [X] airline roadmap

LIVE (29)*

- avianca **
- SINGAPORE AIRLINES
- AIRFRANCE
- KLM
- QATAR AIRWAYS القطرية
- QANTAS
- LOT POLISH AIRLINES
- الخطوط التونسية TUNISAIR
- AIR INDIA
- FINNAIR
- UNITED
- BRITISH AIRWAYS
- Lufthansa
- brussels AIRLINES
- Austrian
- Eurowings discover.
- EVA AIR
- AIR CANADA
- SAS Scandinavian Airlines
- American Airlines
- SWISS
- IBERIA
- AirDolomiti
- malaysia airlines
- vueling

- Altéa NDC
- Navitaire NDC

2024 and beyond (30+ signed agreements)

- CATHAY PACIFIC
- ETIHAD
- Emirates

↑ *Piloting* ↑

- AEROMEXICO
- IndiGo
- AIRCAIRO
- JEJUair
- scoot
- ROYAL JORDANIAN
- Kenya Airways
- WESTJET

And many more...

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* Carrier availability may vary per market. **Avianca Group includes 4 airlines: Avianca, Taca, Avianca Ecuador and Avianca Costa Rica

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NDC benefits and use cases

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NDC benefits and use cases

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Personalized offer

Use cases and scenarios

Loyalty-Based Discounts	A frequent flyer with a high loyalty status might receive a special discount on their next flight booking, along with complimentary upgrades or additional baggage allowance.
Customized Fare Bundles	A family booking a vacation might be offered a fare bundle that includes discounted fares for children, free seat selection, and priority boarding, tailored to their needs.
Ancillary Service Packages	A business traveler could be offered a package that includes Wi-Fi access, extra legroom seats, and lounge access, all at a discounted rate compared to purchasing these services separately
Rich Content	Airlines can provide richer content, such as detailed descriptions, images, and videos of their products and services. This helps customers make more informed decisions when booking flights.

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NDC benefits through use cases

Dynamic pricing/ Continuous pricing

Use cases and scenarios

Flexible Fare Offers	Continuous pricing allows airlines to offer a virtually infinite range of prices. System can generate a fare that falls between the traditional fare buckets. For instance, instead of jumping from a $200 fare to a $250 fare, airline might offer a fare of $225
Customized Offers	This means the price you see can vary based on factors like the time of booking, the route, and fares can differ for peak time or lower season
Real-Time Data Integration	This includes real-time data such as current demand, booking patterns, and competitive pricing
Loyalty Benefits	For the frequent flyer user, the dynamic pricing engine might offer a discounted fare or additional perks based on the user loyalty status.

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NDC benefits and use cases

Enhanced Customer Experience

Use cases and scenarios

Seamless Booking Experience	This includes tailored offers and dynamic pricing, enhanced content and ancillary services, instant confirmation and seamless payment, airline descriptions of the offer and amenities, self-services options and support 24/7
Enhanced Interfaces	Travel agents and consumers can access richer content and enhanced interfaces. This includes NDC content with other content in one shop-stop search display with easy comparison, different filters, easy data transfer from profiles, services selection etc
Improved Ancillary Sales	NDC allows airlines to sell ancillary services more effectively, such as extra baggage, seat selection, and in-flight meals. These services can be bundled or sold separately, the coverage of Ancillary Services is higher and is around 94%.
Post-booking flow	Post-booking processes with NDC involve several key aspects that includes automation of exchange and refund calculation, documentation and reporting, real-time updates and notifications, ability to book ancillaries at booking time or after ticketing.

NDC news

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Railway/Bus location codes are supported in Search and Exchange

Description of feature	Rail and Bus locations are supported in All Fares for Air-Rail content (e.g. Eurostar 9F, AccessRail 9B). QYG location for DB German Rail content supported New Rail and Bus icons added to: • Results (Price and Itinerary views) • Comparison matrix • Booking Summary • Booking File • Exchange
Benefits	Users can easily identify and use Rail and Bus locations in the All Fares search and exchange flows. For example **QQS** (London St. Pancras International) and **XPG** (Paris Gard du Nord) Users can shop and book DB (German Rail content) using **QYG.** Users can easily identify Rail and Bus segments with new logos.
Pre-requisites	All Fares Agreement needed for some Air-Rail content (e.g. 9F, iryo)
Customer workflow impact	None

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Smart PNR – EDIFACT+ NDC (available in France for the moment)

LINK to
ASH Entry point

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Thank you!

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