



## UNISYS AIRCORE ON AZURE PASSENGER SERVICES SOLUTION

### MICROSOFT PARTNERSHIP HIGHLIGHTS

*Unisys and Microsoft bring clients business and IT benefits. Here are some of the ways Unisys stands out as a leading Microsoft Gold Partner:*

- *Microsoft Competencies in seven areas including:*
  - *Gold Cloud Platform*
  - *Gold Cloud Productivity*
  - *Gold Collaboration and Content*
  - *Gold Data Center*
  - *Gold Application Development*
  - *Gold Data Platform*
  - *Silver Windows and Devices*
- *Azure Innovation Partner of the Year in 2015 and 2017*
- *Unisys has been a leader for three years in Gartner's Magic Quadrant for End-User Outsourcing Services, North America*

### Modernizing Your Airline

More people are traveling than ever before, many for the first time. Technology has made all travelers into more discerning consumers with higher expectations, and airlines need to deliver on those expectations with a smoother experience.

With Unisys AirCore®, airlines can provide just that. Unisys AirCore is a passenger services solution (PSS) that offers carriers of all sizes the ability to connect to their customers in meaningful ways via a comprehensive suite of licensed or cloud-based passenger services solutions.

AirCore delivers extraordinary capabilities to meet emerging airline challenges—from more compelling customer engagement, to improved, real-time reservation services, to smoother re-accommodation when unexpected things happen. And now, those extraordinary AirCore capabilities are in the cloud for the first time with Microsoft Azure.

21 of the top 25 airlines worldwide depend on Unisys solutions. And now with Microsoft, Unisys is helping airlines change the customer conversation. Let's take your business to a new level of performance - all while improving your bottom line.

### Addressing Industry Challenges

- Increased competition from digital businesses
- Slower than expected digital transformation
- Changing expectations of always-on, technology-savvy passengers
- Keeping up with the pace of industry innovation
- Providing a consistent, predictable level of quality of service
- Need to lower costs of operations
  - Increasing security to protect traveler data
  - Using analytics to learn more about passengers and how to better serve them

## Benefits We Deliver

- **Speed-to-market**—AirCore is a completely modern, cloud-based mission-critical reservations and departure control solution that improves speed-to-market of airlines' new business initiatives.
- **Comprehensive engagement**—Customers get an end-to-end experience, and airlines advance their customer engagement goals.
- **No passenger left behind**—Keep customers satisfied and your airline out of the news with immediate prediction of irregular operations, their impact on your passengers' journeys, and speedy re-accommodation.
- **Enhanced distribution capability**—NDC Order Management can be added to existing PSS with minimal change, enabling airlines to enhance their capabilities and increase revenue with little effort.

## Key Features Unisys Offers

- **Enabled via the cloud for the first time**—Enabled via the cloud for the first time—AirCore is used by some of the world's most demanding airlines and is now being offered in the cloud via Azure, enabling carriers of all sizes to take advantage of premium services. And with AirCore on Azure, airlines get a reliable, always-on solution that can grow with the needs of their business.
- **Decide what you need for your airline**—AirCore is a comprehensive suite of modules designed for the future, providing full PSS functionality and an advanced platform for personalized services and streamlined operations.
- **Customer focus**—With AirCore's real-time customer database, your airline can access a current, consistent customer view and improve loyalty with personalized services.

- **Empowered travelers**—The AirCore solution allows airlines to choose which functions to offer customers (including travelers, travel management centers, and travel agencies) for self-service.
- **Streamlined processes**—With AirCore's browser-based design, staff are equipped with modern features and a familiar user interface that helps increase their productivity.
- **Commercial freedom**—AirCore allows the airline to choose the entire AirCore suite or only the modules needed to achieve advanced initiatives.
- **High availability solution**—A secure and stable solution with comprehensive availability and disaster recovery. AirCore ensures that airlines don't need to worry about the solution going down.

## How Our Clients Use Our Services



### Empowering the Digital Traveler

Today's traveler wants to be in control. AirCore enables airlines to choose which functions to offer customers for self-service—so anything the airline staff can do for customers, those customers can do for themselves.

Customers can also view their past, present and future activities in their own personal calendar, with history stored online as long as the airline desires.



### Distributed Control Systems (DCS) Outages and Disaster Recovery

While customer engagement and trust are keys to airline success, outages can be devastating for airlines both from a revenue and a brand image standpoint.

AirCore can serve as either a backup to an airline's primary disaster recovery system or as a complete disaster recovery solution, enabling airlines to get back up and running when disaster strikes.

## AirCore Modules

AirCore can be deployed as a complete, end-to-end solution or as main modules depending on your airline's needs. Below are the main modules of AirCore and how they help airlines address their specific business needs.

**Customers**—Airline passengers database, including customer value, preferences, segmentation, and marketing-offer creation

**Timeline**—A collaboration platform for travelers

**Loyalty**—A comprehensive loyalty solution for your most frequent flyers

**Seats**—Seat map management, chargeable seat creation, and allocation rules for seating and seat assignment

**Space**—Comprehensive airline inventory control

**Depart**—Passenger check-in, boarding, and baggage functions

**React**—Reaccommodation for both schedule changes and irregular operations

**Booking**—Offers, reservations, and NDC Order Management of air and non-air products and services

**Ticketing**—Electronic tickets and EMDs, ticketless and payment

**Load Control**—Aircraft payload distribution

**Flights**—Management and control of schedule and flight information

**Routings**—Dynamic city pair connection builder

**Information**—Searchable reference information repository



### Responding to Irregular Operations

Irregular operations cannot be completely prevented, but improving the time it takes to react effectively to a crisis is critically important.

AirCore gives full control to the airline by processing the impact of all canceled and delayed flights and providing the airline with immediate knowledge of the number of affected passengers by station.

The airline is then able to reroute and reschedule passengers quickly and notify them immediately of the changes, improving customer satisfaction and trust.



### International Air Transport Association (IATA) New Distribution Capability

Trust is an essential ingredient in healthy customer relationships. Consistency plays a large role in building trust and is a critical first step to true airline retailing.

The IATA New Distribution Capability, or NDC, sets messaging standards for airlines to deliver their product offerings through indirect distribution channels, in real-time, and in a consistent manner with airline direct channels.

NDC also enables airlines to differentiate and increase revenue through rich content and the ability to extend their full product to a wider audience. NDC can also put control back in the hands of the airline, enabling them to harness a wealth of customer information to create personalized offers and services that cannot be easily matched.



### Customer Loyalty and Engagement

When it comes to customer communication, just answering direct questions isn't enough to satisfy today's passengers.

That's why Unisys AirCore offers a collaboration module for travelers, adding a social experience to their airline products and enabling airlines to provide personalized offers based on customer history.

Using AirCore, airlines can deliver immediate customer assistance via an easy-to-use messaging system with targeted, local support to help improve brand trust.



### Implementing Agility

To meet the needs of our customers and to help them meet the needs of theirs, we all need to be more agile, delivering new services and improvements quickly.

Delivering agile solutions—from development to deployment—is a long-standing Unisys characteristic, giving our clients a true time-to-market edge over their competitors.

## Take a Deeper Look into Our Award-Winning Partnership with Microsoft



### Unisys Is a Microsoft Gold Certified Partner Holding the Following Credentials:

- Global Cloud Service Provider partner (Azure, Office365)
- Global Cloud Managed Service partner
- Global OEM partner
- Global Enterprise Security partner (MSSP, GDPR, Stealth on Azure)



### Azure Innovation Partner of the Year 2015 and 2017

- 240% YoY Azure growth (FY16 to FY17)
- Azure-based IT Service Management (ITSMaaS) offering
- Vertical industry solution offerings on Azure including AirCore and AMANDA Licensing and Permitting

## HOW UNISYS AND MICROSOFT HELP

**Integrate customer insight**—By learning more about your customers and their expectations, airlines can more effectively serve today's travelers with exemplary processing, speed, and empathy - for a personalized journey experience.

**Scale to meet demand**—Address your airline's needs - no matter your airline's size- with an efficient passenger services solution that can scale via Azure.

**No need to disrupt your business**— Unisys AirCore can be deployed as an end-to-end solution or as individual modules—so airlines can surround existing solutions or transition all at once.

**Valuable peer insights**—With Unisys AirCore, users can communicate with the industry through standards without restricting initiatives.

**Integrate the system to fit your business**—AirCore is now offered on-premise, via cloud hosting, or as a license to enhance commercial flexibility.

## Let's get started

Taking full advantage of Unisys and Microsoft solutions can help you increase your airline's bottom line and stay competitive. Get in touch with us today and discover how Unisys can help you get started.

Contact: [GlobalAlliances@unisys.com](mailto:GlobalAlliances@unisys.com)

Visit: [www.unisys.com/strategic-alliance-partners](http://www.unisys.com/strategic-alliance-partners)



© 2018 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.