

AGENDA

Please check our agenda from this year to learn more about our "think future" event. At the bottom of the page you can also access the agendas for 2016 and 2015. We are working on the agenda for 2018 as we speak & will publish a first draft in July 2017

Day 1

CREATING A UNIQUE CUSTOMER EXPERIENCE IN A DIGITAL WORLD FULL OF CHATTER

08:00 - 08:50

CONFERENCE REGISTRATION AND WELCOME COFFEE

08:50 - 09:20

WHO IS THE HYPER-CONNECTED CONSUMER?

SPEAKERS:

1. **MICHAEL EGGENSCHWILER** CEO HAMBURG AIRPORT
2. **CORD SCHELLENBERG** MANAGING DIRECTOR AND OWNER SCHELLENBERG & KIRCHBERG PR
3. **URSULA SILLING** CEO & FOUNDER XXL SOLUTIONS - DO THINGS DIFFERENTLY

09:20 - 10:10

GRAND OPENING PANEL: TIME FOR TRANSFORMATION. IS THIS IT? WHAT ARE THE MAIN CHALLENGES AND OPPORTUNITIES AND HOW CAN WE MEET THEM?

Hear how top industry leaders from airports, airlines and technology providers succeed in the age of the hyper connected consumer. What are their recipes for success? Which pitfalls have they encountered? Where do they set their priorities? What role does technology play?

Moderators: Ursula Silling & Cord Schellenberg

SPEAKERS:

1. **MICHAEL EGGENSCHWILER** CEO HAMBURG AIRPORT
2. **PHILIP MICALLEF** CEO, ENGINEER, ENTREPRENEUR, CONSULTANT OLIVETTI, AIR MALTA, SITA, EQUANT
3. **PASCAL MOYON** HEAD OF GLOBAL DIGITAL PERFORMANCE HSBC
4. **PATRICK MURPHY** CHIEF ADVISOR PEACH AIRLINES, JAPAN PREVIOUS CHAIRMAN OF THE BOARD AT RYANAIR
5. **OLIVER WAGNER** MEMBER OF THE BOARD, CHIEF COMMERCIAL OFFICER EUROWINGS, LUFTHANSA GROUP

10:10 - 10:30

KEYNOTE: YOUR ORGANISATION AS "SINGLE SOURCE OF TRUTH"

How dynamic, personalized offers are changing our industry.

SPEAKERS:

1. **SUE CARTER** SENIOR VICE PRESIDENT MARKETING FARELOGIX

10:30 - 11:15

TIME FOR A COFFEE AND FOR NETWORKING, SPONSORED BY BRANCHSPACE

Get your professional photograph - by Robin Kater (10:45 - 11:15)

10:30 - 11:15	DEMO: INNOVATIVE RETAIL SOLUTION BY TRAXAS
11:15 - 11:30	<p>KEYNOTE: THE HYPER-CONNECTED AIRLINE'S KEYS TO WIN IN A CHANGING WORLD</p> <p>SPEAKERS:</p> <p>1. JOE LEADER CEO APEX (AIRLINE PASSENGER EXPERIENCE ASSOC.) / IFSA (INTERNATIONAL FLIGHT SERVICES ASSOC.)</p>
11:30 - 12:15	<p>PANEL: FACING THE CHANGING CUSTOMER BEHAVIOUR Innovative strategies to engage with customers and increase revenue. How to achieve customer focus and retailer mindset.</p> <p>Moderators: Ursula Silling & Cord Schellenberg</p> <p>SPEAKERS:</p> <p>1. INGO WUGGETZER VICE PRESIDENT CABIN MARKETING AIRBUS OPERATIONS GMBH</p> <p>2. ALISON BELL VICE PRESIDENT STRATEGIC SALES DATALEX</p> <p>3. ANTHONY CALLEJA HEAD OF ANALYTICS & DECISION SUPPORT AIR MALTA</p> <p>4. JOE LEADER CEO APEX (AIRLINE PASSENGER EXPERIENCE ASSOC.) / IFSA (INTERNATIONAL FLIGHT SERVICES ASSOC.)</p> <p>5. PETER PARKES STRATEGY DIRECTOR MADE BY MANY</p>
12:15 - 12:40	<p>AIRPORT BRANDING AND DIGITAL PRESENCE TO ENGAGE CUSTOMERS</p> <p>SPEAKERS:</p> <p>1. ELI LEJEUNE MARKETING MANAGER, DIGITAL & CX PROFESSIONAL EINDHOVEN AIRPORT</p>
12:40 - 12:55	<p>CHATBOTS - THE HOT TOPIC FOR 2017: CONVERSATIONAL COMMERCE AND RETAILING</p> <p>SPEAKERS:</p> <p>1. JONATHAN NEWMAN COMMERCIAL DIRECTOR CARAVELO</p>
12:55 - 14:30	<p>TIME FOR LUNCH AND NETWORKING - SPONSORED BY IBS SOFTWARE Enjoy the finest food and refreshments from our conference Hotel Ameron Speicherstadt.</p>
12:55 - 14:30	DEMO: INNOVATIVE RETAIL SOLUTION BY TRAXAS
13:30 - 14:30	AIRSPACE BY AIRBUS - VIRTUAL REALITY DEMO
13:40 - 14:30	<p>TIME TO GET YOUR PERSONAL PHOTOGRAPH, TIME TO NETWORK Get your professional photograph - by Robin Kater</p>
13:40 - 14:30	LEARN ABOUT SNAPCHAT - DEMO BY HAMBURG AIRPORT
14:30 - 14:55	<p>MAKING A VIRTUAL BAG DROP A REALITY</p> <p>SPEAKERS:</p> <p>1. PAUL MEWETT EVP BUSINESS DEVELOPMENT & GLOBAL STRATEGY PORTR LTD. - "MAKING A VIRTUAL BAG DROP A REALITY"</p>

14:55 - 15:20	<p>EXECUTIVE INTERVIEW WITH KENNY JACOBS, CHIEF MARKETING OFFICER AT RYANAIR Interviewer: Ursula Silling</p> <p>SPEAKERS:</p> <p>1. KENNY JACOBS CHIEF MARKETING OFFICER RYANAIR</p>
15:20 - 15:40	<p>THE IMPACT OF USER CENTRIC DESIGN</p> <p>SPEAKERS:</p> <p>1. KONSTA HANSSON GENERAL MANAGER & PRINCIPAL CONSULTANT REAKTOR AERO</p>
15:40 - 16:00	<p>SPOTLIGHT WIZZAIR: INSIGHTS INTO MANAGING DIGITAL CUSTOMER EXPERIENCES - INTERVIEW Interviewer: Ursula Silling</p> <p>SPEAKERS:</p> <p>1. HARRY DROK HEAD OF E-COMMERCE WIZZ AIR</p>
16:00 - 16:40	<p>TIME FOR A COFFEE AND FOR NETWORKING, SPONSORED BY MADE BY MANY Get your professional photograph - by Robin Kater (16:15 - 16:40)</p>
16:00 - 16:40	<p>AIRSPACE BY AIRBUS - VIRTUAL REALITY DEMO</p>
16:00 - 16:40	<p>DEMO: INNOVATIVE RETAIL SOLUTION BY TRAXAS</p>
16:00 - 16:40	<p>LEARN ABOUT SNAPCHAT - DEMO BY HAMBURG AIRPORT</p>
16:40 - 17:05	<p>PANEL: RE-INVENTING THE AIRPORT - INNOVATIVE APPROACHES FOR LOYALTY, CUSTOMER EXPERIENCE AND NON-AVIATION REVENUE Airports are moving fast to get to the top of mind of customers. And to create amazing customer experiences. Which ones are the most innovative examples, which ones the most impactful? What about all encompassing airport apps versus individual approaches?</p> <p>Moderator: Cord Schellenberg</p> <p>SPEAKERS:</p> <p>1. STEPHAN UHRENBACHER CEO FLIO</p> <p>2. MARJAN SCHOEKE HEAD OF NETWORK DEVELOPMENT MONARCH AIRLINES</p> <p>3. DANIEL BURKARD DEPUTY AIRPORT DIRECTOR, DIRECTOR NON-AVIATION DEVELOPMENT, ADVISER ON EXTERNAL & INTERNATIONAL RELATIONS DOMODEDOVO MOSCOW AIRPORT</p>

WHAT PASSENGERS WANT - ARE YOU READY?

In this session, ICLP will share the results of a recent global survey of both consumers and airport management to shed light on how consumers' expectations are evolving and whether airports are ready to meet those fast evolving expectations.

17:05 - 17:20

Airports, like cities and the passengers who travel through them are constantly changing. Once the domain of getting people from "A to B", airports have evolved into a more encompassing concept where passengers might even choose to spend time to shop, be entertained, dine, hold business meetings and so on. In parallel, as ICLP's passenger research found last year, Frequent Travellers' attitudes towards the airport have also shifted and they now have an appetite to have a relationship with their airport.

So, how can Airports capitalise on this shift to generate more non-aeronautical revenues?

SPEAKERS:

1. **MIGNON BUCKINGHAM** MANAGING DIRECTOR ICLP

MESSAGING: WHATSAPP, SNAPCHAT, CHATBOTS - COMMUNICATION FROM SERVICE TO ENTERTAINMENT

17:20 - 17:35

SPEAKERS:

1. **TORBEN TOST** DIGITAL COMMUNICATIONS & MARKETING MANAGER HAMBURG AIRPORT

THE HOSTELWORLD STORY

17:35 - 17:50

SPEAKERS:

1. **PAUL HALPENNY** GROUP DIRECTOR OF SUPPLY HOSTELWORLD

AN INNOVATIVE SOLUTION TO TRANSPORT PROBLEMS: BLACKLANE, YOUR PROFESSIONAL DRIVER

17:50 - 18:00

SPEAKERS:

1. **JULIA GEBERT** SENIOR PR MANAGER DACH AND MIDDLE EAST BLACKLANE

GET YOUR PROFESSIONAL PHOTOGRAPH

18:00 - 18:20

Get your professional photograph - by Robin Kater

RELAX BEFORE NETWORKING DINNER

18:00 - 19:30

The networking dinner will start at 19:30.

SPECIAL GUIDED TOUR IN THE MARITIME MUSEUM - JUST FOR CONFERENCE ATTENDEES (OPTIONAL)

19:00 - 20:00

Our team will guide you to the venue.

NETWORKING DINNER AT THE MARITIME MUSEUM - SPONSORED BY DABELSTEIN & PASSEHL

19:30 - 23:30

The Maritime Museum is only five minutes walking distance from the conference hotel. Our team members will guide delegates to the venue. Informal start 19:30, official start at 20:00 when delegates from guided tour will join.

Day 2

IS THAT IT? WHAT ELSE CAN WE DO?

08:15 - 09:00	<p>GOOD MORNING COFFEE + REGISTRATION FOR ANY NEW DELEGATES JOINING</p>
09:00 - 09:25	<p>KEYNOTE: WHY WORKING WITH AND SELLING TO OTHER ONIONS LEADS TO SUCCESS</p> <p>SPEAKERS:</p> <p>1. JEANNE MARTINSON DIVERSITY STRATEGIST, BEST-SELLING AUTHOR</p>
09:25 - 09:45	<p>THERE IS NO DAY LIKE TODAY</p> <p>How to cope with daily operations using prescriptive analytics - and meeting the expectations of all stakeholders.</p> <p>SPEAKERS:</p> <p>1. MANUEL HEIDLER MANAGING DIRECTOR BEONTRA</p>
09:45 - 10:00	<p>UNDERSTANDING THE FOUR REASONS TO ENGAGE IN AIRPORT LOYALTY.</p> <p>In this presentation we will examine how to develop and use a customer engagement proposition to tackle four key challenges faced by every airport:</p> <ol style="list-style-type: none"> 1. identifying who are my existing customers 2. encouraging them to spend more 3. finding new customers 4. using insight to focus investment <p>SPEAKERS:</p> <p>1. IAIN WEBSTER GLOBAL LOYALTY CONSULTANT ICLP</p>
10:00 - 10:40	<p>PANEL: BYE BYE LOYALTY, WELCOME BEST PRICE AND ANCILLARY REVENUES?</p> <p>Are customers still loyal? Is there a future for loyalty programs? Should it be a frequent buyer program instead of a frequent traveller program? Can it be commercially viable? Or is it all about customer experience and customer engagement? How does it link into the ancillary revenue strategy? What are the new trends and opportunities?</p> <p>Moderator: Michael Smith</p> <p>SPEAKERS:</p> <p>1. ULLA KEINO ENTREPRENEUR, OWNER/CEO, ASSOC. DIRECTOR, FREQUENT FLYER UK ART LTD., JET SOLUTIONS AVIATION GROUP, SEA FOCUS</p> <p>2. ROBERT MOERLAND EVP GLOBAL BUSINESS DEVELOPMENT LOYAL</p> <p>3. JONATHAN NEWMAN COMMERCIAL DIRECTOR CARAVELLO</p> <p>4. PROF. DR. EYDEN SAMUNDERU PROGRAM DIRECTOR ISM INTERNATIONAL SCHOOL OF MANAGEMENT</p>
10:40 - 11:05	<p>RE-INVENTING THE AIRPORT CUSTOMER EXPERIENCE</p> <p>SPEAKERS:</p> <p>1. VILLE HAAPASAARI SENIOR VICE PRESIDENT, AIRPORT DIRECTOR HELSINKI AIRPORT / FINAVIA</p>
11:05 - 11:25	<p>PERSONALIZED RETAILING FOR MOBILE EXPERIENCES</p> <p>SPEAKERS:</p> <p>1. RADU ILIESCU HEAD OF DIGITAL RETAIL CONSULTING BRANCHSPACE</p>

11:25 - 11:40	<p>HOW DOES TECHNOLOGY INFLUENCE AIRLINE PLANNING?</p> <p>SPEAKERS:</p> <p>1. FAICAL ALLOU BUSINESS DEVELOPMENT MANAGER SKYSCANNER</p>
11:40 - 11:50	<p>PERSONALIZED RETAIL OFFERS - REAL TIME: ATTENTION, REACH, REVENUE. AN INNOVATIVE SOLUTION BY TRAXAS</p> <p>SPEAKERS:</p> <p>1. MATHIAS MUELLER ACCOUNT MANAGER RETAIL TRAXAS MEDIA</p>
11:50 - 12:50	<p>TIME FOR LUNCH AND NETWORKING - SPONSORED BY IBS SOFTWARE</p>
11:50 - 12:50	<p>DEMO: INNOVATIVE RETAIL SOLUTION BY TRAXAS</p>
12:20 - 12:50	<p>AIRSPACE BY AIRBUS - VIRTUAL REALITY DEMO</p>
12:20 - 12:50	<p>TIME TO GET YOUR PROFESSIONAL PHOTOGRAPH Get your professional photograph - by Robin Kater</p>
12:50 - 13:15	<p>CUSTOMER SEGMENTATION FOR AIRLINE MERCHANDISING</p> <p>SPEAKERS:</p> <p>1. MICHAEL FARRUGIA CHIEF TECHNOLOGY OFFICER PLANITAS AIRLINE SYSTEMS</p> <p>2. MIKE ROBINSON PRODUCT MARKETING MANAGER AMADEUS IT GROUP, EX FRONTIER AIRLINES</p>
13:15 - 13:30	<p>SPOTLIGHT: THE MUST DO STEPS FOR BUSINESS LEADERS TO MEET THEIR DISRUPTING INDUSTRY CHALLENGES</p> <p>SPEAKERS:</p> <p>1. PHILIPPE ABDOULAYE FOUNDER & CEO ITAAS NOW LLC</p>
13:30 - 13:45	<p>SPOTLIGHT: THE KIWI.COM STORY</p> <p>SPEAKERS:</p> <p>1. ZDENEK KOMENDA VICE PRESIDENT BUSINESS DEVELOPMENT KIWI.COM</p>
13:45 - 14:30	<p>PANEL: REDEFINING DISTRIBUTION</p> <p>Customers increasingly expect the standards they got used to from Google, Amazon, Facebook, Apple & Co - everything, everywhere, now. Yet principles of airline distribution systems have not changed since their invention long before the times of the internet. Lots of workarounds have been established. NDC implementation is a breakthrough in the right direction after years of implementation. Is this enough? Should we finally expect bolder changes? What will distribution look like in 5 years time?</p> <p>Moderator: Thomas Jaeger</p> <p>SPEAKERS:</p> <p>1. JASON MICHAEL BITTER CEO BRAVO PASSENGER SOLUTIONS</p> <p>2. SUE CARTER SENIOR VICE PRESIDENT MARKETING FARELOGIX</p> <p>3. JORGE DIAZ CEO AIRGATEWAY GMBH</p> <p>4. DAVID FRIDERICI VICE PRESIDENT & HEAD OF PRODUCT MANAGEMENT & STRATEGY OF AIRLINE TRAVEL SERVICES IBS</p> <p>5. ZDENEK KOMENDA VICE PRESIDENT BUSINESS DEVELOPMENT KIWI.COM</p>

14:30 - 14:40	<p>DATA TO ENHANCE OUR UNDERSTANDING OF OUR CATCHMENT AREA Marjan Schoeke in conversation with checkin.com</p> <p>SPEAKERS:</p> <ol style="list-style-type: none"> JUERGEN BARTHEL CCO / COO CHECKIN.COM - THE CATCHMENT AREA PEOPLE MARJAN SCHOEKE HEAD OF NETWORK DEVELOPMENT MONARCH AIRLINES
14:40 - 14:55	<p>DISCOUNTIF - THE INNOVATIVE ALTERNATIVE TO PRICE PROMOTIONS</p> <p>SPEAKERS:</p> <ol style="list-style-type: none"> LEWIS HOLLAND CEO & FOUNDER DISCOUNTIF ANTOINE VELLA MANAGER DIRECT SALES & DIGITAL AIR MALTA
14:55 - 15:10	<p>HOW TO DEVELOP TALENT FOR THE RAPIDLY CHANGING WORLD? Executive interview with Tim Pearce from Everwise, a completely new model for talent development.</p> <p>Interviewer: Cord Schellenberg</p> <p>SPEAKERS:</p> <ol style="list-style-type: none"> TIM PEARCE MANAGER EMEA EVERWISE
15:10 - 15:30	<p>EXECUTIVE INTERVIEW: QUICKET & THE FUTURE OF TRAVEL & TECHNOLOGY Interviewer: Ursula Silling</p> <p>SPEAKERS:</p> <ol style="list-style-type: none"> DJOIS FRANKLIN SRONIPAH CO-FOUNDER KWIKET
15:30 - 16:00	<p>GOODBYE DRINK, TIME TO NETWORK, SPONSORED BY REAKTOR AERO</p>



Michael Eggenschwiler, [Hamburg Airport](#), CEO:

"We are delighted to take the conference to another level as an independent entity, building on the strengths and focusing even more on tackling business issues and innovation in an international context.

Time well spent for decision makers, executive team members and middle management, thought leaders and key influencers in aviation, travel, retail and science."



[IBS Software Services](#) provide comprehensive, end-to-end new-generation IT systems to the global aviation industry across all process areas - airline passenger services, cargo operations, flight and crew operations, airport operations and aircraft maintenance engineering. No other single enterprise in the world offers this range of technology products to the aviation industry.

In the non-aviation sector, the IBS solutions are used to manage certain mission-critical operations of major oil and gas companies, cruise lines, hotels and tour operators.



[ICLP](#) is a worldwide leader in loyalty marketing and customer relationship management, working across all industries and with 25 years' experience in the travel sector. ICLP builds loyalty and creates devotion. They give customers and partners compelling reasons to engage, spend more and become loyal advocates - whilst delivering commercial results for their clients' business. From acquiring customers and understanding them as individuals, to creating relationships that engage, reward and inspire loyalty, they turn customers into advocates and relationships into profit. ICLP is a Collinson Group company. Collinson Group is a global leader in influencing customer behaviour to drive revenue and add value for their clients.



[Made by Many](#) is a new type of consulting company that bridges the gap between strategy and delivery. It has created a world class digital consulting and product design offering capable of solving the most difficult problems faced by top management. Made by Many identifies opportunities for innovation, prototypes and evolve new product concepts, and designs, builds and launches high performance software solutions ready for scale.



[Reaktor](#) is a strategy, design, and engineering company based in New York, Helsinki, Amsterdam, and Tokyo. We make digital business radically better for our clients and create products that stand out functionally, aesthetically, and financially. Our clients include companies such as Finnair, HBO, Michael Kors, Kone and Nasdaq.

AIRBUS

[Airbus](#) makes the freedom of flight possible by designing, manufacturing and supporting the world's best aircraft. Its people around the globe are united by a passion for aviation, as well as their desire to create better, more efficient ways for airlines and passengers to fly.

Airbus' comprehensive product line ranges from 100 to more than 500 seats: the single-aisle A320 family (including A320neo, the best-selling aircraft in aviation history), the widebody, long-range A330 family (incl. the A330-200 freighter, plus the recently launched A330-800neo and -900neo), the new generation A350 XWB family, and the flagship A380.



[Gebr. Heinemann](#) is one of the top players on the international travel retail market. The company has maintained its Headquarters in what is now the HafenCity district of Hamburg since 1879. The family-run business has developed a branding concept designed to make its duty free and travel value shops truly unmistakable. The HEINEMANN DUTY FREE brand is now present at numerous airports worldwide, with its biggest [Duty Free Shop](#) at an airport in Sydney. Altogether, Gebr. Heinemann operates more than 300 Duty Free and Travel Value shops, fashion label boutiques under licence and concept shops at 78 airports in 28 countries along with shops at border crossings and aboard cruise liners. As a distributor, Gebr. Heinemann is supplying more than a 1,000 customers in 100-plus countries.



[Dabelstein & Passehl](#), lawyers, act on a global basis for a very wide range of companies in the transport sector from air and sea to road, rail and space, renewable energies and property and ship funds.



[Branchspace](#) provides consulting and technology services to drive travel companies to the forefront of digital retail. Branchspace are a forward-thinking, flexible and delivery-focussed team with expertise in the areas of eCommerce technology strategy, planning and implementation as well as retail UX and UI solution development.



[Airline Information](#) is home to the airline industry's most forward-thinking research in loyalty and merchandising. Airline professionals, marketers, investment firms and industry suppliers turn to Ai for the latest trends, advisory and industry guidebooks.



[The Airline Passenger Experience Association](#) of businesses and professionals that create, deliver, and manage the airline passenger experience.



[Traxas](#) developed a ground-breaking innovative solution to get intention, increase reach & retail revenue.



ch-aviation boosts airline intelligence in the world's fastest growing markets. They provide the most extensive and up to date airline knowledge base in the world covering airlines, aircraft, ownership information, schedules, airports, senior airline management contacts, capacities and PSS. Conference delegates can request a free 14 days trial [here](#) .



[CARL GROUP](#) is an owner-managed, full-service company in the field of live communication and over the past 15 years has developed into a major service provider in this field within Germany and Europe as a whole. Carl Group has been a partner for the Hamburg Aviation Conference since 2014 and supports the "think future" philosophy with innovative ideas and seamless execution.



[Robin Kater](#) is the official photographer for the conference. He has just finished his studies, and has started to get a name for his fashion photography. At the conference 2015 we introduced the "get your professional photographer" as a free service for delegates to get a photograph. We realised that many delegates appreciated this service and saw back many of the photographs on linkedin and facebook pages.



[Bold Endeavours](#) is an innovative web development company – a team that has been doing so since 1992. Primary activity is software development and online marketing. Being in this business for more than a decade Bold Endeavours has a good grounding and understanding of business processes and the kind of software functionality that customers need.



[Schellenberg & Kirchberg PR](#) is an owner managed agency offering the full range of individualised public relations services. The skilled and experienced team maintains very close contact with editorial departments and many associations and institutions. As a result, they are able to deliver personalised consulting for individual clients and guarantee high performance and effectiveness. They are fully committed to service.



[XXL Solutions](#) helps organisations to do things differently and become fit for the digital environment. Activities include innovation factory workshops to define the digital agenda and change management roadmap, interim management functions for digital transformation and commercial management, mentoring assignments and guest lecturing. The focus is on customer, technology, innovation to improve customer experience, generate revenue and achieve a sustainable profitability and strong market position. They help airlines, airports, other travel stakeholders, retailers and service industries to develop and implement strategies to deal with the dynamic market environment and the empowered and always connected consumer. In order to achieve true transformation and cultural change they work closely with the clients' teams.



[Planitas Airline Systems](#) is a technology company based in Ireland and founded in 2000. Planitas specialises in data processing and data analytical solutions for the airline industry. At Planitas they believe that precious airline employee time should not be wasted cleaning and manipulating data. They provide accurate information so that employees can use their business expertise to analyse that data and take the best decisions to increase sales and optimise revenue. Planitas' team is a multi-talented team that combines airline business knowledge with the latest business technologies to provide solutions that are not only accurate and efficient but also specialised for the airline industry's specific needs.



[YieldIn](#) is a young and agile startup, offering solutions from a basic flight revenue management tool to simple and smart reporting, ancillary products and services RM solutions and dynamic pricing management.



[Farelogix](#) is a recognized leader in the travel industry with groundbreaking technology that continues to modernize the airline commerce and distribution landscape. The company's flagship Airline Commerce Gateway is a technology platform comprised of fully integrated and optimized components for airline-controlled distribution, merchandising, and retailing across channels. It is used by airlines that are historically early adopters of industry-transformative technologies, including major U.S. airlines (United Airlines, Delta Airlines, American Airlines), five of the top-ten global airlines (including Lufthansa Group airlines and Emirates), and the two major airlines representing 90% of the Canadian market (Air Canada and WestJet). The company is headquartered in Miami, Florida, with offices in Toronto, Canada; and Dubai, United Arab Emirates.



[Flio](#) offers with their unique app to discover airports worldwide, save money with great deals on food and shopping, get easy access to free Wi-Fi and hints and tips.



[Blacklane](#) provides an affordable and reliable professional driver service around the world. We guarantee low, fixed and all-inclusive rates at the moment of booking. Schedule rides from an hour to months ahead of time with licensed and insured drivers. Travelers receive multi-lingual 24/7 customer care and real-time flight tracking. Blacklane offers a number of smart solutions for integration into the customer journey. Airlines, for example, add different ways of checking in luggage for business class travellers, making it part of the door-to-door experience. Blacklane also enables a smart integration into the booking process.



Airportr have finally tackled the luggage problem and make a virtual bag drop a reality. AirPortr deliver travellers' bags to and from any London address and London City, Heathrow and Gatwick airports when customers need them. They help to create piece of mind for travellers, allowing to squeeze in an extra meeting, meet friends or just head to the airport on the train without dragging heavy bags. For customers flying with British Airways they have introduced check in of bags for their flight from their London home, office or hotel.