

The journey experience with connected customers

HPE Connected Traveler

Personalise the travel experience and gain business insights at every event throughout the airport journey.

Insights

- Improving customer satisfaction—on the ground and in the air—is a must for airlines and airport operators.
- Increasing productivity, with more connected systems and processes, enables airlines and airports to work in collaboration to deliver an integrated real-time customer solution.
- Getting the expertise and deep-working airline and airport knowledge you need is available from HPE; let us guide you to a real-time connected customer solution.



Gain a common view

Airlines and airports have historically viewed the customer experience in a limited and disjointed manner. This lack of a common view means a lost opportunity to provide personalised services, enable digital interaction with systems, and identify trends through the customer's journey.

Turn to Hewlett Packard Enterprise (HPE) Connected Traveler. This integrated, real-time solution can enhance your customers' experience whilst improving operational performance and productivity and deliver the opportunity to increase revenue at events and touch points throughout the airport journey.

Implement the right solution

HPE Connected Traveler suite offers a combination of mobility, beacon technology, data management, and analytics, which enables communication among the customer, airline, and airport. This means each event, touch point, and check point through the travel experience becomes an opportunity to personalise services and ancillaries, enable self-help, or automate amenities, and gain real-time trends from curbside, to flight, and destination.

Bridge the gap

Information flowing between airlines and airports can improve operational coordination. Moreover, insights from customer devices greatly streamline the customer experience whilst raising satisfaction.

- Real-time localisation and alerts notify customers of gate changes or flight delays, guiding them through travel and shopping paths, and providing a new channel for retailing or entertainment.
- Analysis of customer foot patterns and dwell times provides insights for airlines and airports to manage customer traffic flows and support decision-making on operations.
- Interaction with customer devices, smart tags, and near-field communication enables expedited processing through events such as check-in and security.
- Staff, empowered with mobility capabilities, brings concierge services to handle on-the-spot disruptions, customer service requests, and on-the-fly operational support.

Use on site or host based

With Connected Traveler, you get a flexible approach based on hosted Software as a Service (SaaS) or an on-site managed services delivery model.

Collaborate for success

Airlines and airports require solutions that address all aspects of the customer's journey experience—specific to their individual requirements. By incorporating a collaborative decision-making framework, all relevant parties and stakeholders are involved across the end-to-end, connected airport experience.

Gain data security

A major concern with technology interaction among the customer, airlines, and airports involves security and the means to mitigate threats. Using our data security expertise positions your organisation to exchange social media data without compromising core and mission-critical operational applications. Additionally, with our broad capability, you gain delivery of a virtual private cloud, public cloud, or hybrid cloud solutions with confidence.

Benefit from a common view and connected customer

With Connected Traveler, you get:

- 25 percent uplift in airport revenue through incremental land and airside sales opportunities
- 40 percent improvement in ramp and apron productivity
- 95 percent to 98 percent operational delivery metric achievement through improved on-time departures and minimum base turnaround times
- Queue management, improving landside and airside to increase airline service-level agreements and Customer Satisfaction Index compliance and delivery
- Real-time image and information data provided to airport and airline operating control centres

- Advanced customer profile information
- 50 percent customer satisfaction increase from current reported base

Get the HPE difference

- We've supported the airline industry for 20+ years with 1800+ industry experts.
- Hewlett Packard Enterprise currently serves 43+ flight operations clients.
- We own and operate a Flight Operation suite SaaS platform, handling 2+ million aircraft movements annually.
- Our proven track record includes completing more than 50 system integration projects.
- HPE manages 400,000 mobile devices for our clients.
- We have more than 3000 security and privacy professionals worldwide.
- We are active in security standards and patents with more than 600 security patents.
- HPE manages and monitors more than 2500 firewalls and 3000 intrusion detection systems for threats and vulnerabilities.
- HPE detects and quarantines nearly 1 million viruses annually, and helps secure more than 1 million applications and 2.5 billion lines of code.

Become better connected to your customers. Turn to HPE and our Connected Traveler for help.

Learn more at
[hpe.com/services/
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