Collaboration in Modernize Airline Retailing



Globant >



We take care that dreams reach their destination

62M

Passengers

144

Destinations

22

Countries



1.409 **Daily Flights**



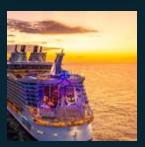
294

Aircrafts















We're the visionoxy builders

behind some of the world's most innovative programs

1100+
ACTIVE CLIENTS

27k
EMPLOYEES

67+
OFFICES



Why did we Transform?

- (x) to reduce costs
- to escape a legacy deadlock
- to increase revenues
- to respond fast to accelerated change
 - →Customer preferences
 - →New incumbents entering the arena

How did we Transform?









Our Achievements Together

-30%

Trx Fee PSS





2_x Conversion

+55% Dollar Per Pax

+17% Digital Sales Share **FEES** -\$150мм

SERVICING

94% Refunds SLA

85% Voluntary Change

95% Involuntary Change



Trx Fee GDS

-\$15мм

Contact Center

-\$18мм Airport Ops

-12%

Cloud Fee

USER EXPERIENCE 61 pts 57_{pts} CES YTD 2023 59_{pts} CSAT YTD 2023



Latin America's Best Airline App 2023



Latin America's Best Airline Site 2022 & 2023

Thank You!



Globant)

