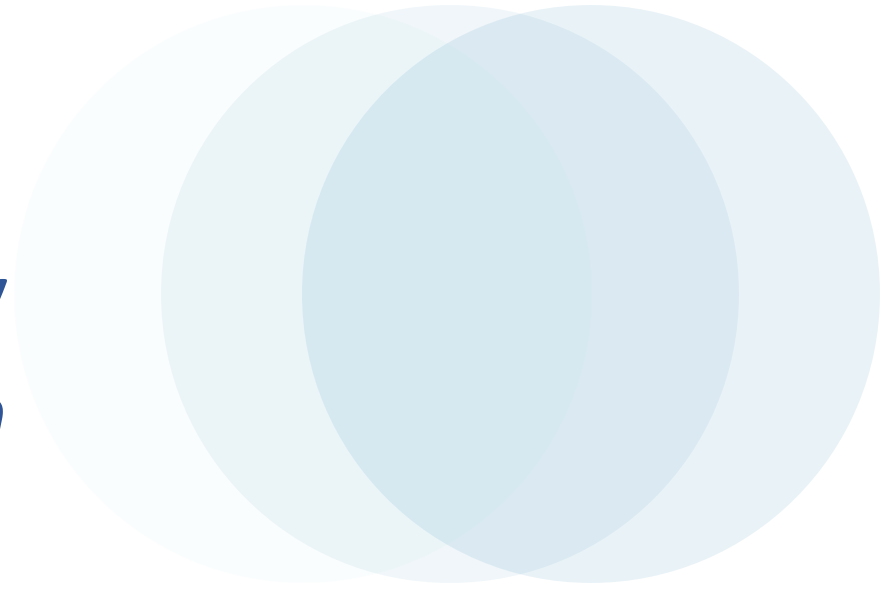


# *The Future Journey Journey of Aviation Aviation*



# Personal Information



- Industrial Engineer, Bachelor's degree
- Senior Expert & Product Owner of DMS
- 10+ years aviation experience
- DCS Domain

# Turkish Airlines

**+35K**

NUMBER OF PERSONNEL

**19**SUBSIDIARIES <sup>1</sup>**506**

AIRCRAFT

**302**

INTERNATIONAL DESTINATION

**+50K**CONNECTION OPTION <sup>2</sup>**508**INT'L DESTINATION ACCESS <sup>3</sup>

- <sup>1</sup> Due to legal regulations, number of THY Uluslararası Yatırım A.S., THY Özel Güvenlik A.S., THY OSGB A.S., TSI Seats Inc., Kuzey ve Güney Tankercilik A.S. Are excluded.
- <sup>2</sup> Meaningful O&D's with detour factor <1.4.
- <sup>3</sup> Including codeshare agreements.

# The Future From Delivery With Order

## From PNR to Orders



PNR



Ticket



EMD



Boarding Pass

Order



# The Future From Delivery With Order Checkin Process

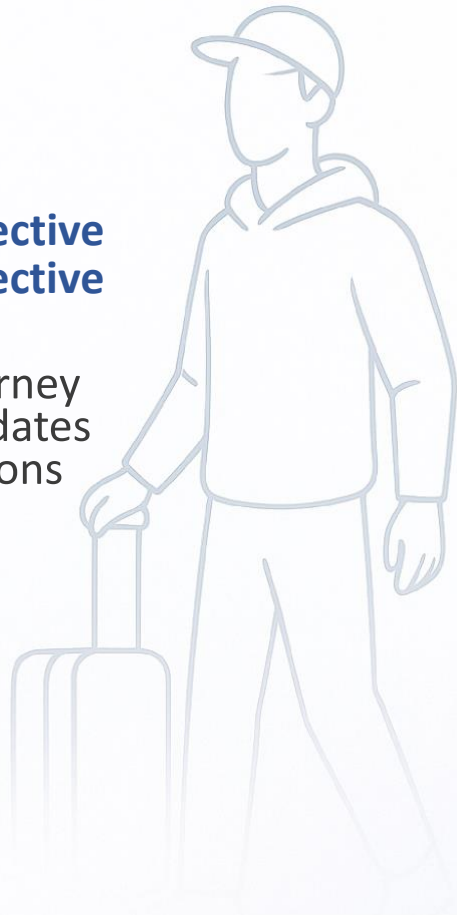


## Airline Perspective

- Fewer regulatory responsibilities
- Automated validation
- Advanced operational efficiency

## Passenger Perspective

- Seamless Journey
- Real-time updates and notifications



# The Future From Delivery With Order Baggage Process



## Airline Perspective

- Real-time traceable systems
- Smooth collaboration with ground handlers and third parties

## Passenger Perspective

- Instant updates
- Transparent information
- Reliable notifications



# The Future From Delivery With Order Ancillaries Process



## Airline Perspective

- Dynamic and personalized ancillary offers
- Continuous product tracking
- Smart analytics for disruption management

## Passenger Perspective

- Beyond the flight context
- Transparent tracking
- Reusability



# The Future From Delivery With Order Boarding Process

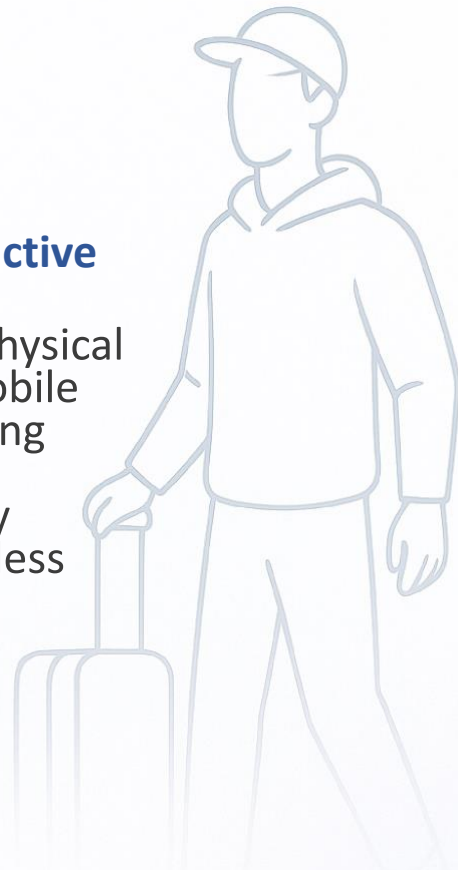


## Airline Perspective

- Real-time verified passenger data
- Elimination of preboarding steps and reduced gate congestion

## Passenger Perspective

- No need for physical physical or mobile mobile boarding passes
- Digital identity enables seamless walk-through boarding experience





# The Future From Delivery With Order Own Services

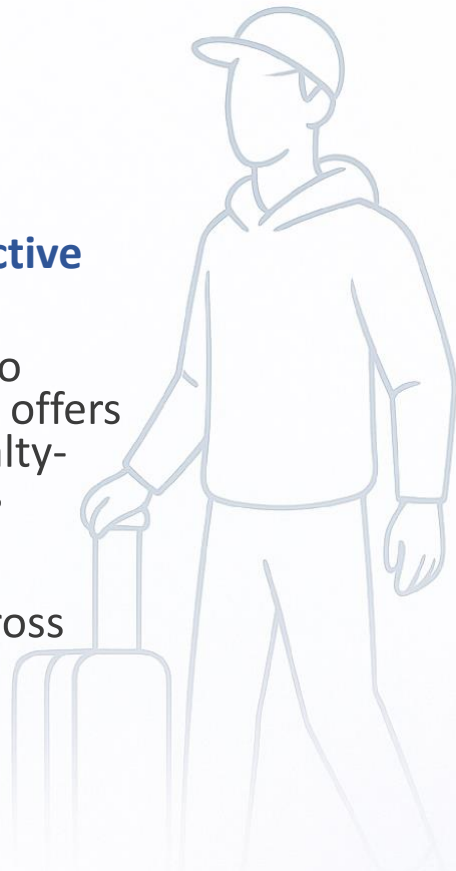


## Airline Perspective

- Centralized management of airline-specific services and digital assets
- Unified data flow between front-end and operational systems
- Increased ability to design and deliver proprietary experiences

## Passenger Perspective

- Direct access to airline-specific offers and loyalty-based benefits
- Consistent, personalized experience across channels and touchpoints



# The Future From Delivery With Order

## 3rd Party Services

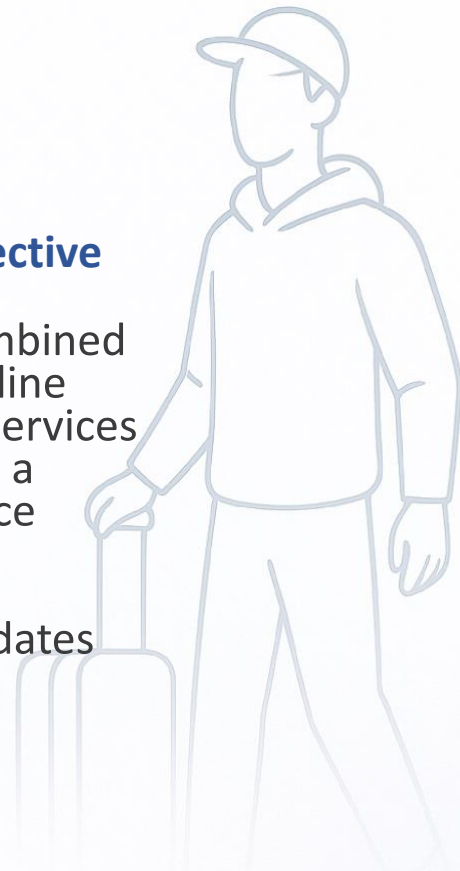
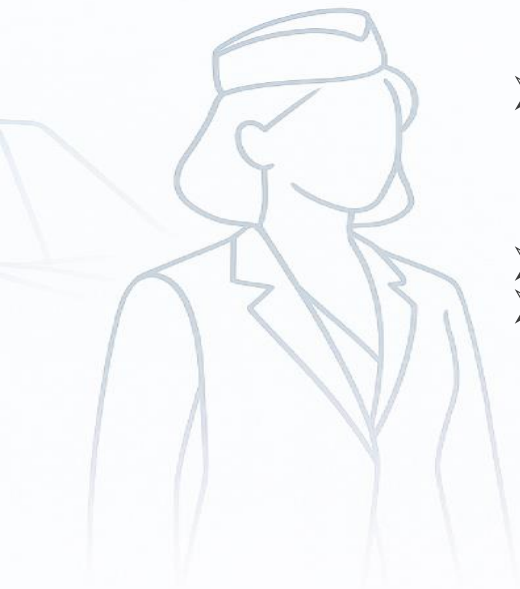


### Airline Perspective

- Smooth integration with third-party systems through standardized APIs
- End-to-end visibility
- Service recovery in irregular operations

### Passenger Perspective

- Access to combined combined airline and partner services services from a single interface
- Seamless coordination
- Real-time updates updates





**TURKISH TECHNOLOGY**

smart airline retailing platform