



Company profile

Founded in 1993
Head Office address Madrid, Spain
Countries with offices Offices in 46 different countries

Main activities "Indra has been working for more than 20 years for the airlines industry, providing various solutions such as e-commerce websites, NDC layer solutions and revenue accounting solutions."

Number of employees 40 000
Countries with operations 140+
Global revenues 3,0 Bn EUR in 2017



Main references in airline industry Projects on many airlines in different continents: IAG, Alitalia, Vueling, Air Europa, LOT, LAN, TAM, GOL, Azul, Air Asia, Saudia, Fly Dubai, Royal Jordanian, Arik, South African Airways, Oslo Airport, Airbus, AENA, EL AL, Royal Air Maroc, Aegean...

Intended positioning on the market

“ Global IT and consulting company with a strong commitment to research and innovation. Settle offices in new key countries for our business, acquire & partner when necessary to add a greater value to our clients

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Current NDC offer

Product name :

- Onesite Airlines Booking

Addressed Clients :

- Airlines, Aggregators, OTA, other distributors, CBT, MSE, etc

- Indra provides a distribution platform solution on top of an airline's PSS. This distribution layer can be connected to various legacy airline PSS (Altea, Resiber) as well as external sources like GDS's and Pricing Providers (Sabre, Galileo, Amadeus eRetail, Amadeus web services, Google QPX, Pros).
- This distribution platform especially covers the NDC API, Offer management and Order management, which mainly orchestrates requests and manages Orders.

Value proposition

- Indra provides a distribution platform solution on top of an airline's PSS. This distribution layer can be connected to various legacy PSS as well as external sources like GDS or Price Providers.
- This distribution platform especially covers the NDC API, Offer management and Order management, which mainly orchestrates requests and manages both orders and PNRs being able to switch between different booking flow methods based on several parameters.
- Provides a business intelligence layer that allows the integration of new products and personalize prices and services offered attending to personal and corporate profile

What differentiates this solution

- Our NDC module is part of our product Onesite Airlines Booking, which is a product delivered to a variety of clients for many years now. This way, our NDC module benefits from knowledge and experience that has been acquired by our team for a long time. For instance: our product has personalization skills and an offer management system for over 5 years. This features for NDC module didn't have to come from scratch, but were highly advanced by the time our NDC solution was launched.
- One more feature that makes our solution excel is the high number of integrations in place for Onesite Airlines Booking. This allows us to offer out of the box a great amount of information from several sources, with short time-to-market."



Currently in production with

Iberia, Iberia Express and 4 other airlines are in the process of integration.

NDC Roadmap

- Indra is waiting for requirements about revenue accounting (=One Order) to be stated before considering the specifications of a solution.
- Indra will continue the ongoing integration of new airlines.
- Indra also intends to expand the scope of functionalities covered by its NDC solution (new forms of payment, new ancillaries, etc.)

NDC perception



Modules bringing most value

- Personalization
- Air Ancillary services
- Order Management



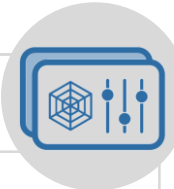
Main pain points heard from industry

- No clear view on how to transition
- Business case for NDC not made
- Adoption speed too low

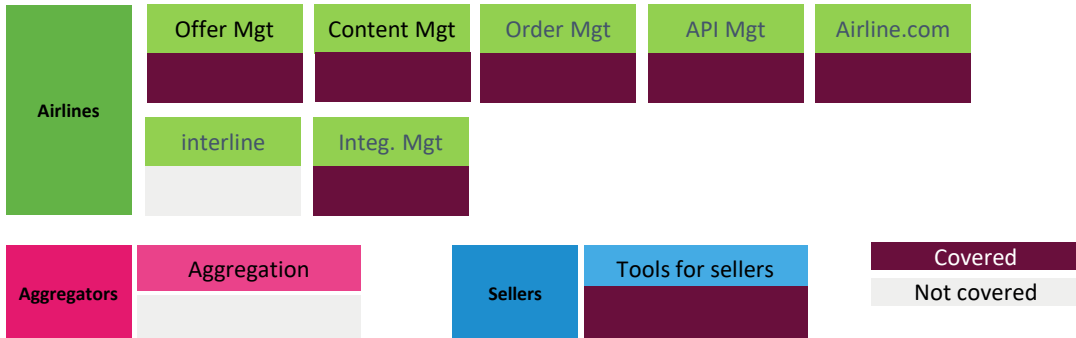


Areas of innovations

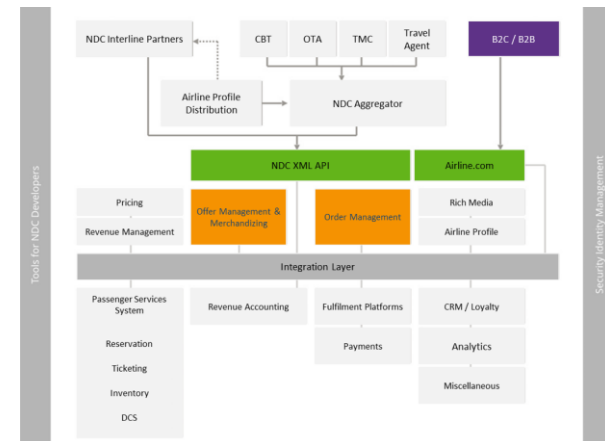
- Integration of Loyalty and CRM
- Order Management functions
- Expand scope of offer (hotels, etc.)
- Merchandizing capabilities



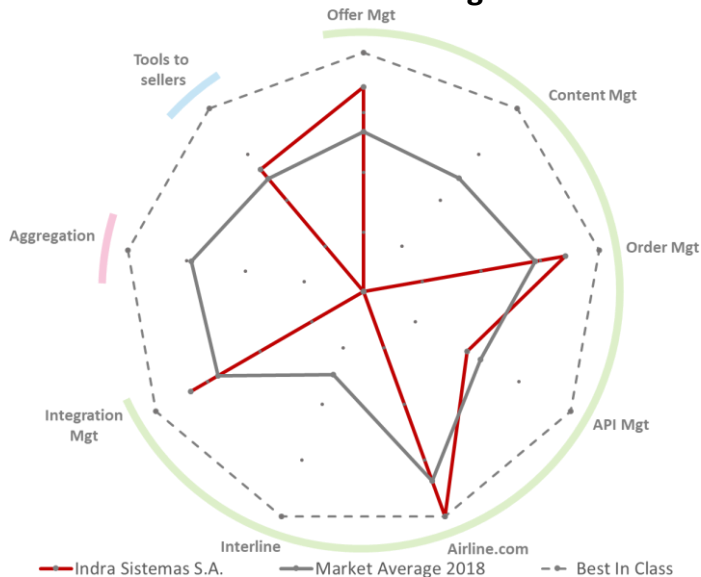
Value chain



Architecture



Functional coverage



BRD NDC use cases coverage

- 36 % BRD use cases covered
- 45 % Shopping
- 50 % Booking
- 57 % Payment & ticketing
- 0 % Airline Profile
- 27 % Interline

Market presence

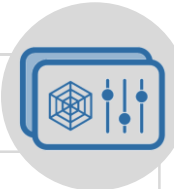
2 airlines, N/A aggregators, 5 sellers

Engagement

10-50 working on NDC, +20% in next 2 years (target)
 10% NDC bookings, 40% in 2 years (target)

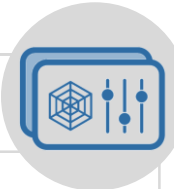
Key points

- Indra provides a distribution platform solution on top of an airline's PSS. This distribution layer can be connected to various legacy PSS as well as external sources like Global Distributors and Pricing Providers.
- Indra manages both PNR and Orders in its distribution layer allowing different booking flows depending on a set of parameters.
- All modules are independent from each other. They are able to use modules of other Indra's products, or products where the owner is an airline or a third party.



Covered	Not covered
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Use cases		Functional items						
Airlines	Offer Mgt	Air ancillaries	Non-air ancillaries	Personalization	Dynamic pricing	Rich media	Affinity shopping	New offer logic
	Content Mgt	Reference in NDC message	Text	Video	Picture	Multi-language		
	Order Mgt	Order creation	Post-booking ancillaries	Order change	Order cancellation	Payment	Order repository	One Order
	Airline API Mgt	Direct connect Integration	Aggregators Integration	Airline Profile	Network			
	Airline.com	B2C web site and mobile app	B2B web site and mobile app					
	Interline	Offer Interlining	Order Interlining					
	Integration Mgt	CRM integration	Loyalty integration	PNR synchronization	Analytics	RMS integration	CMS integration	
Aggr.	Aggregation	Offer messages	Order Messages	Rich media	Airline Profile			
Sellers	Tools for sellers based on NDC messages	Travel agency solutions	Self Booking Tool	TMC solutions	OTA solutions	MSE solutions	Two-way translation	



Architecture

