Aviation Data Symposium

15–16 November 2017

Miami, USA

Technology

Thank you to our Sponsor

AMADEUS

Welcome ! ;)

Juan Ivan Martin

Head, Innovation

IATA

What is Possible for AI and BI Tools

Rob May

CEO

Talla

amadeus

WHAT AI CAN DO TODAY AND TOMORROW

Rob May, CEO, Talla

AGENDA

- Who Am I?
- Why You Need A.I. ASAP
- Why Is This Happening Now?
- The PAC Framework
  - What you should think about in your company
  - What tools you can use to make this happen

ABOUT ME

- CEO and co-founder Talla
- Former CEO of Backupify
- Venture partner at Pillar
- 35 A.I. related angel investments
- The world's most popular A.I. newsletter http://inside.com/ai

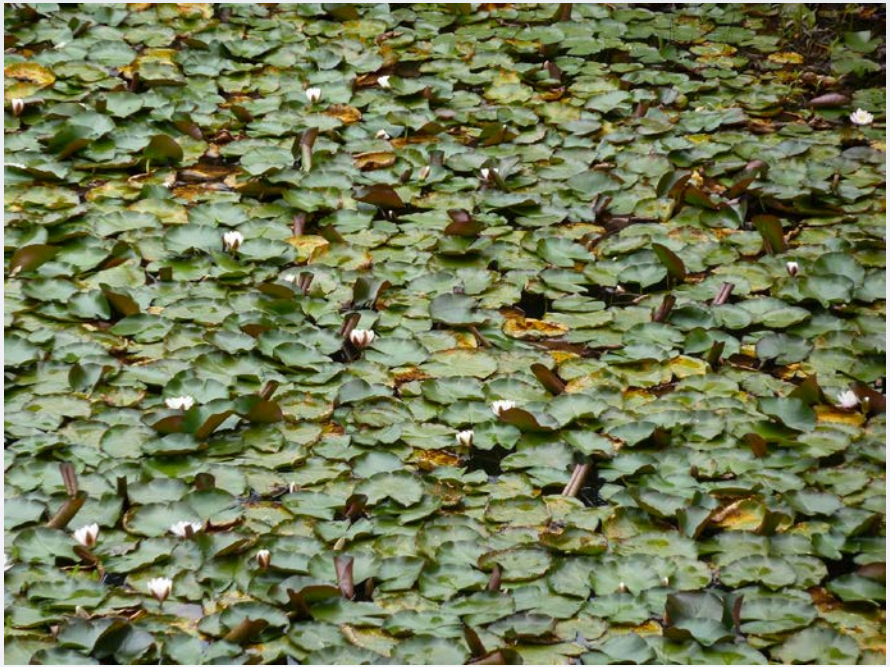
A BRAIN TEASER

- You start with a single lily pad on an otherwise empty pond. The surface area of the lily pad doubles every day, such that in 30 days it will cover the entire pond. At what point does it cover half the pond?

DAY 20

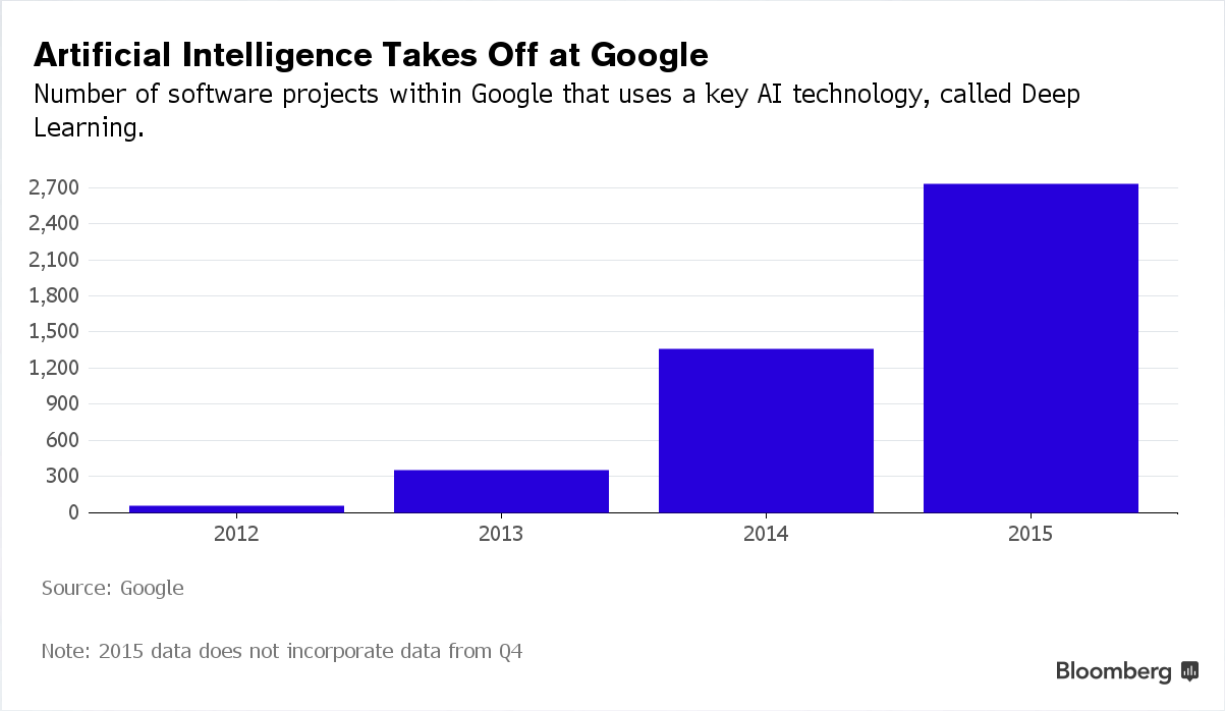
DAY 29 1/2

DAY 30

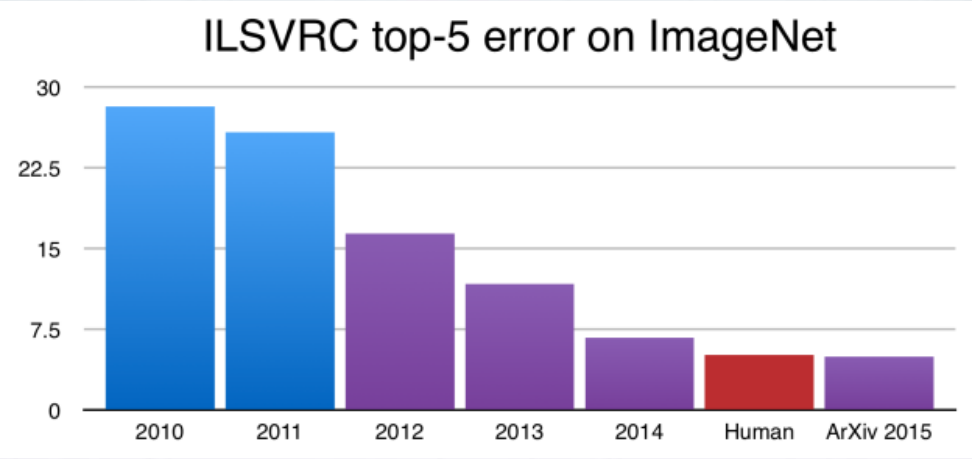


REASON #1: A.I. IS ACCELERATING

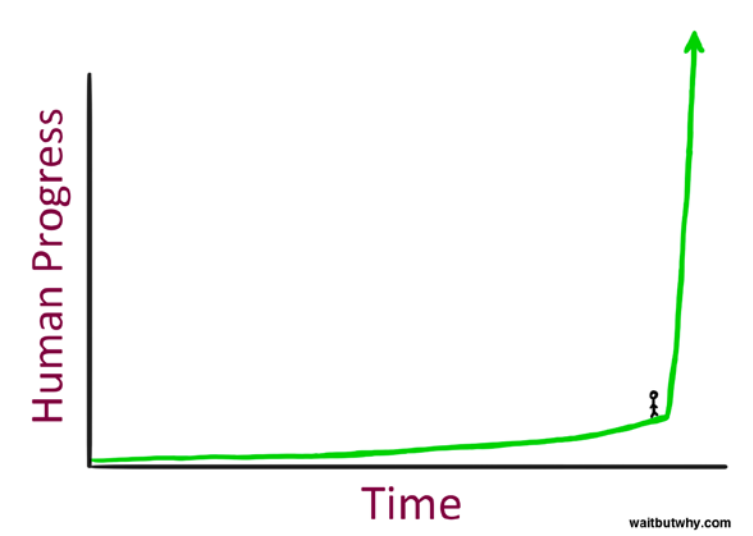
A.I. PROJECTS AT GOOGLE



HISTORY OF MACHINE VISION

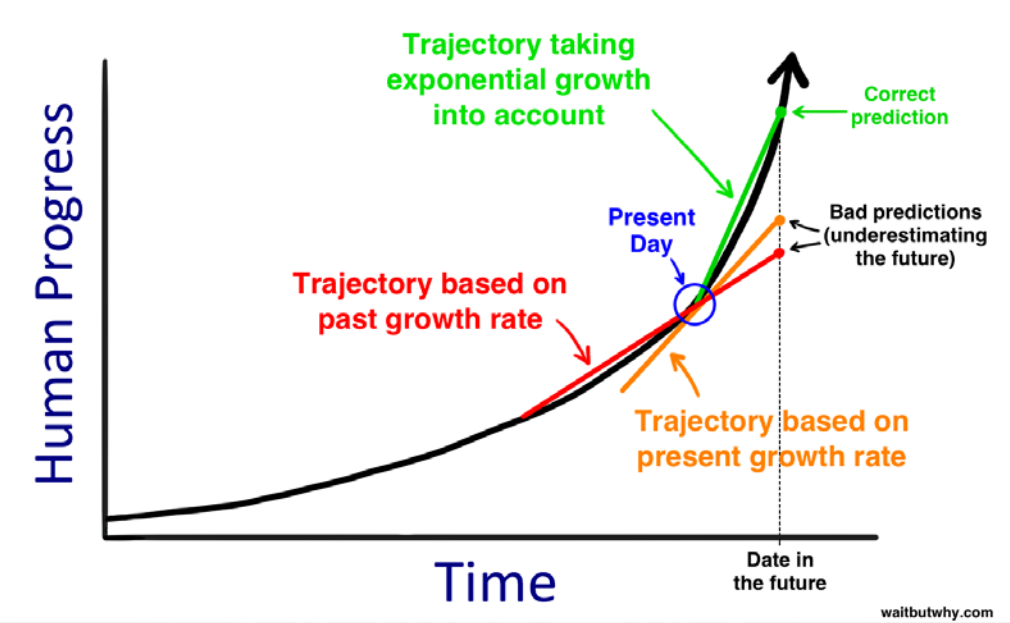


THIS IS ABOUT TO HAPPEN TO YOUR BUSINESS



- http://waitbutwhy.com/2015/01/artificial-intelligence-revolution-1.html

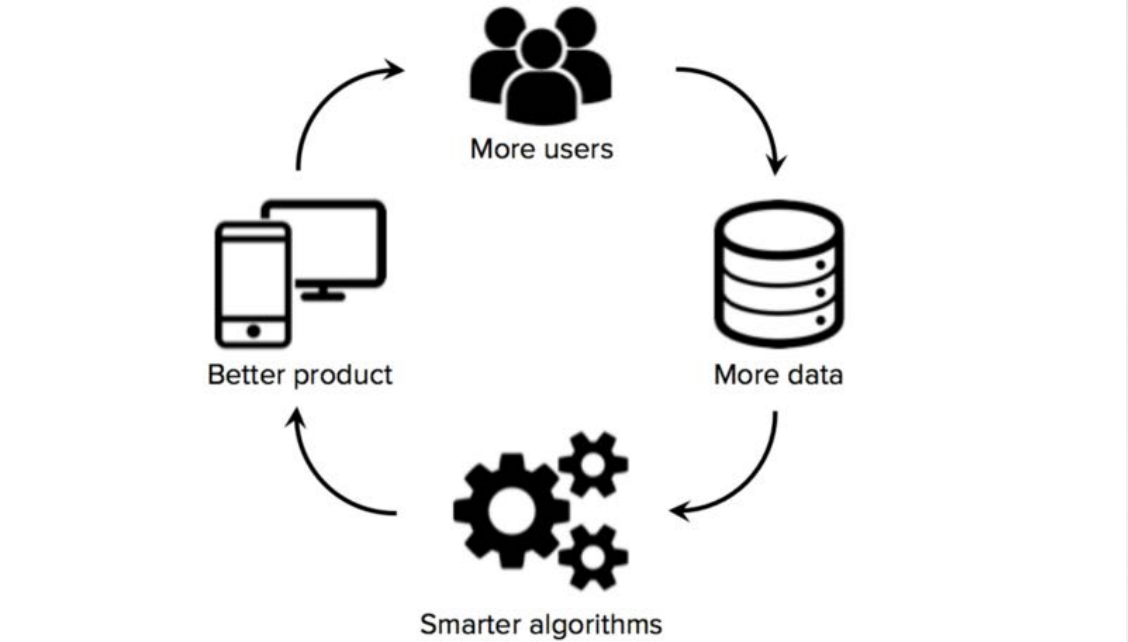
THIS IS WHY YOU AREN'T PREPARED



- http://waitbutwhy.com/2015/01/artificial-intelligence-revolution-1.html

REASON #2: A.I. IS A FLYWHEEL

GET A.I. ASAP



HOW CAN A.I. HELP YOU SCALE?

THINGS A.I. CAN HELP YOU DO

- Get the right information to the right person at the right time.
- Extract valuable insight from data - automatically
- Assist with decision support
- Amplify productivity through task automation

THE PAC FRAMEWORK

- Three key areas to consider
  - Customers
  - Product
  - Operations

THE PAC FRAMEWORK

- The three ways to use A.I.
  - Predict
  - Automate
  - Classify

FUNCTIONAL USE CASE: RECRUITING

- Predict - Who will be successful? Who is ready to jump to a new job?
- Automate - Setting up interviews, collecting feedback about those interview
- Classify - Bucket resumes as they come in.

THE FULL FRAMEWORK

	Customers	Product	Operations
Automate	• Lead generation • Sales prospecting • Call follow up	• Onboarding and training • Bug resolution workflow	• Common monotonous workflows
Classify	• Which customers are most profitable?	• Customer Input • Bug classification	• Information and expertise
Predict	• Which deals will close? • Which customers will churn?	• What does your customer want to do next?	• Shortfalls • Employee Attrition

SNAPCHAT

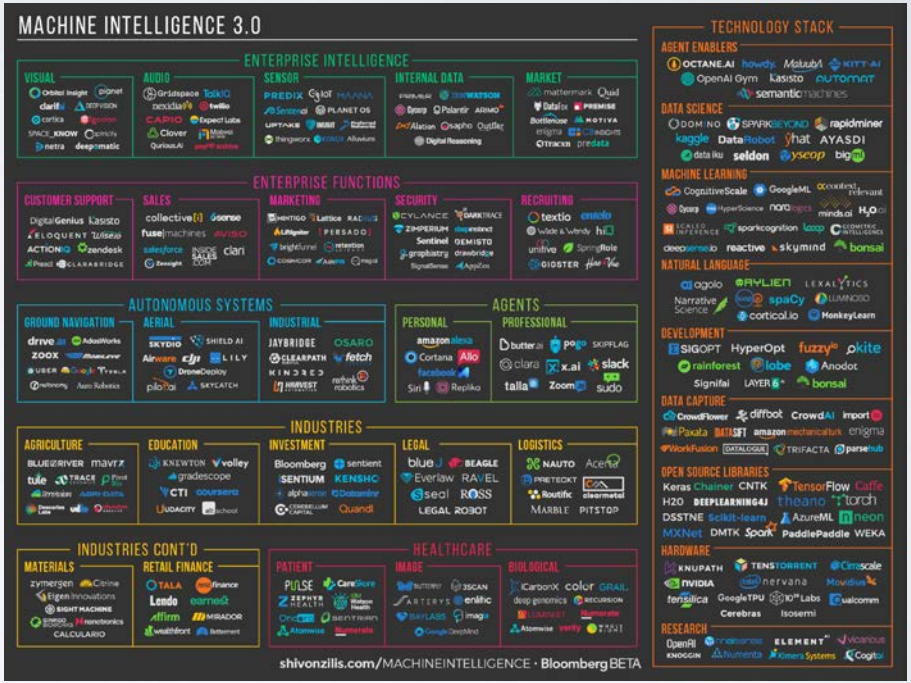
	Customers	Product	Operations
Automate			• Information gathering before meetings
Classify	• Highest value users	• Autocreate groups for sharing	
Predict	• Highest value, based on initial usage	• Pre-select new filters and tools a user might like	• Next steps in employee training

QUESTIONS TO ASK

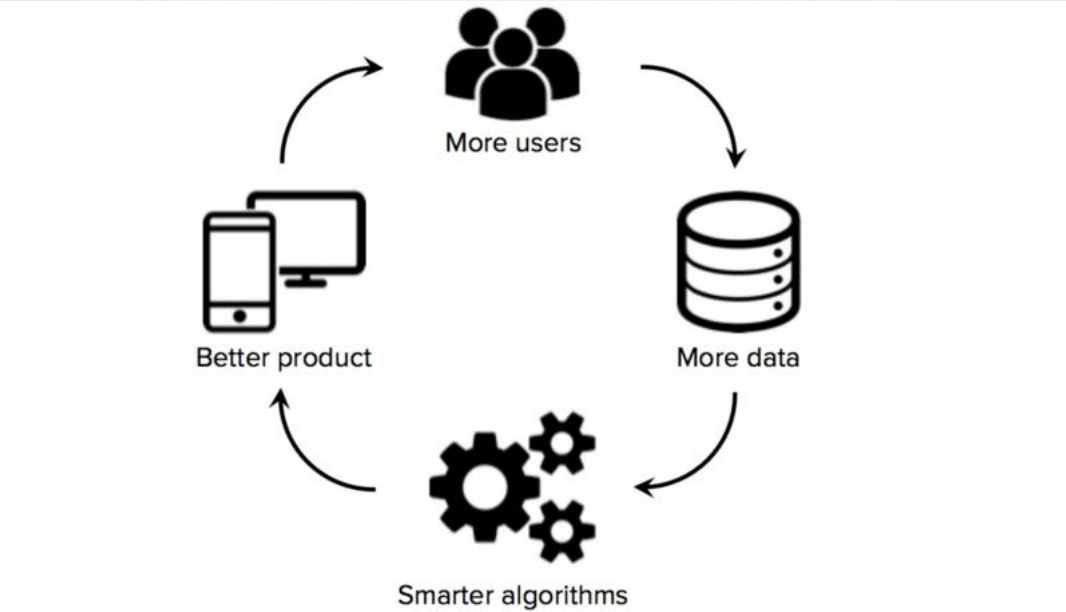
- What’s the ROI?
- Do we have the data?
- Does the data set drift?
- What tools do we use?

TOOLS TO CONSIDER

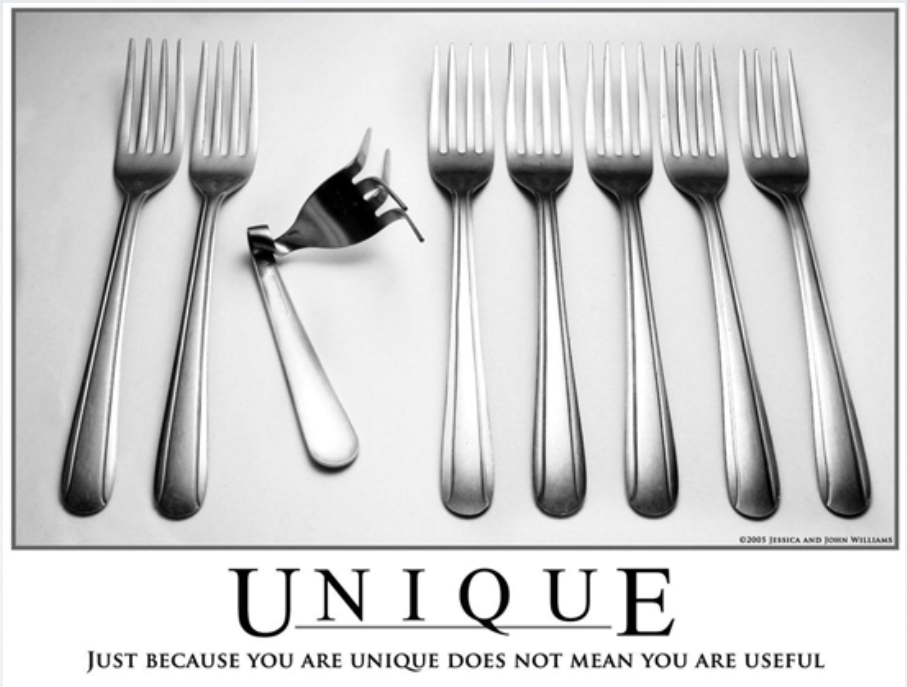
- Machine Intelligence Landscape 3.0, from Shivon Zillis



WHERE TO START: FLYWHEEL



WHERE TO START: UNIQUENESS



IN SUMMARY

- Get started now so that you build an understanding of A.I. before we hit the knee of the curve
- Look for your highest value applications
- Find your flywheel

QUESTIONS?

- @robmay
- rob@talla.com
- sign up for inside.com/ai

My First AI Project - Where to Start

- Conrad Lennard

  Executive, Featurespace

- Juan Ivan Martin

  Head of Innovation, IATA

- My first AI project -

ADS – Miami - USA

15th Nov 2017

Intro

- Spectrum of intelligence

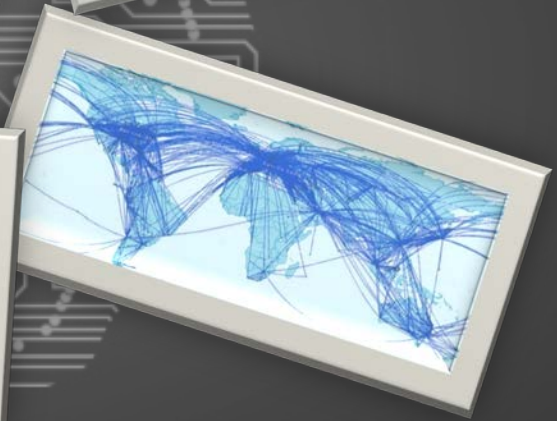
Intro

- Spectrum of intelligence

Intro

- Spectrum of intelligence

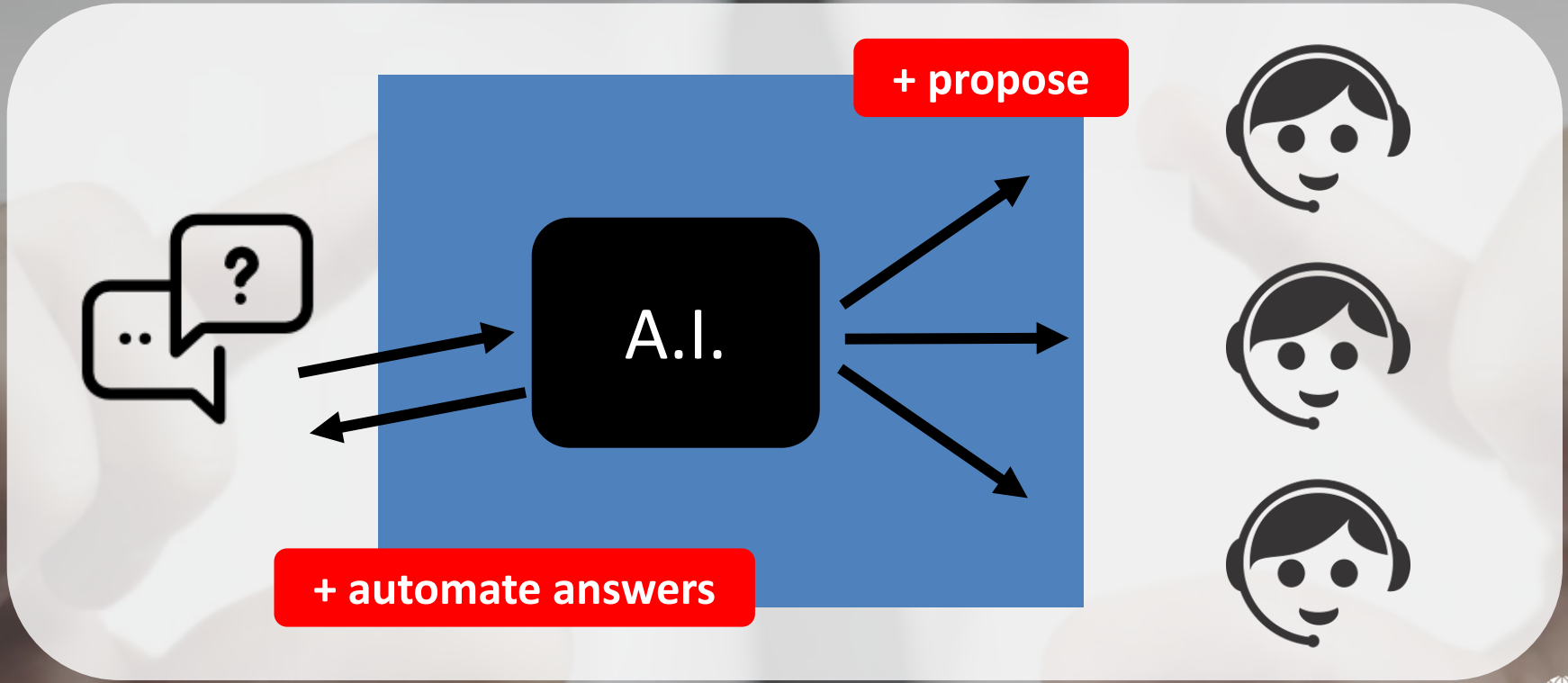
AI in aviation Industry



IATA projects around AI

1. Customer Service
2. Autonomous vehicles
3. Publications/training
4. Fraud/default prevention
5. Remittance Holding Capacity
6. TIP

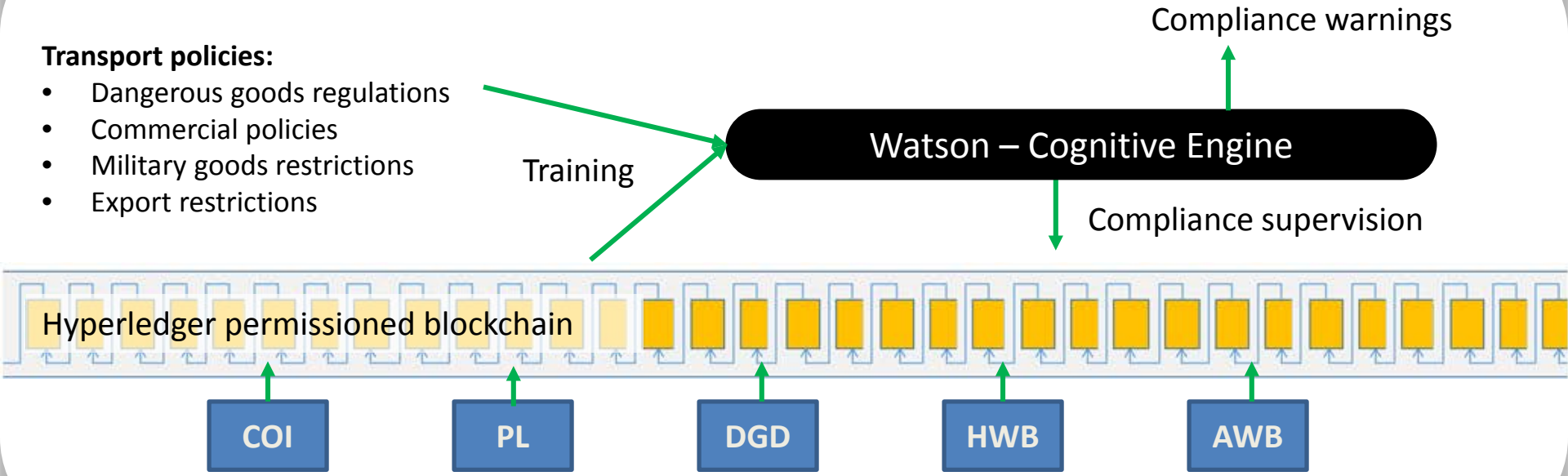
1. Customer Service



2. Autonomous vehicles

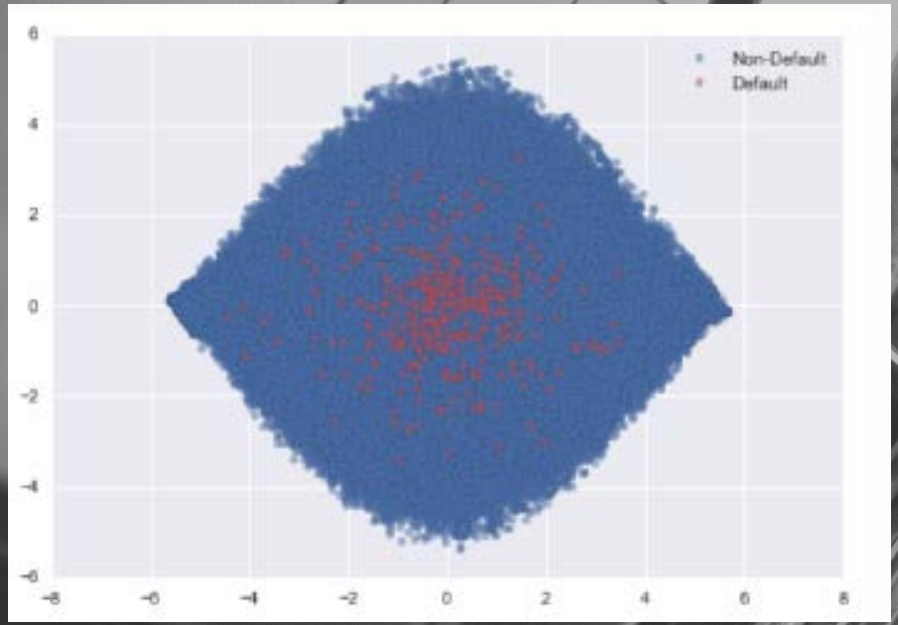
nextt.iata.org

3. Publications/training

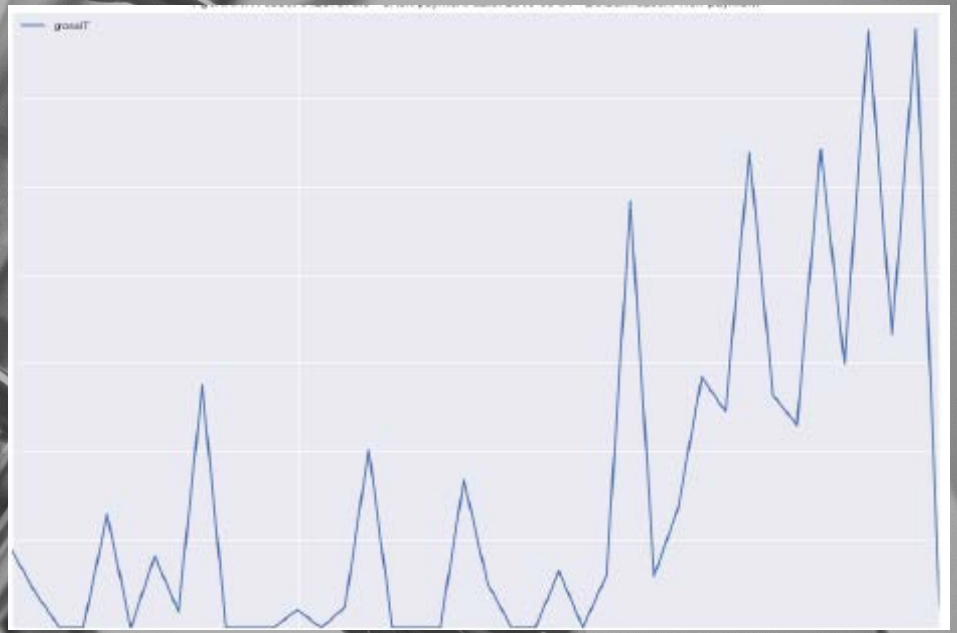


4. Fraud and default prevention

► Default



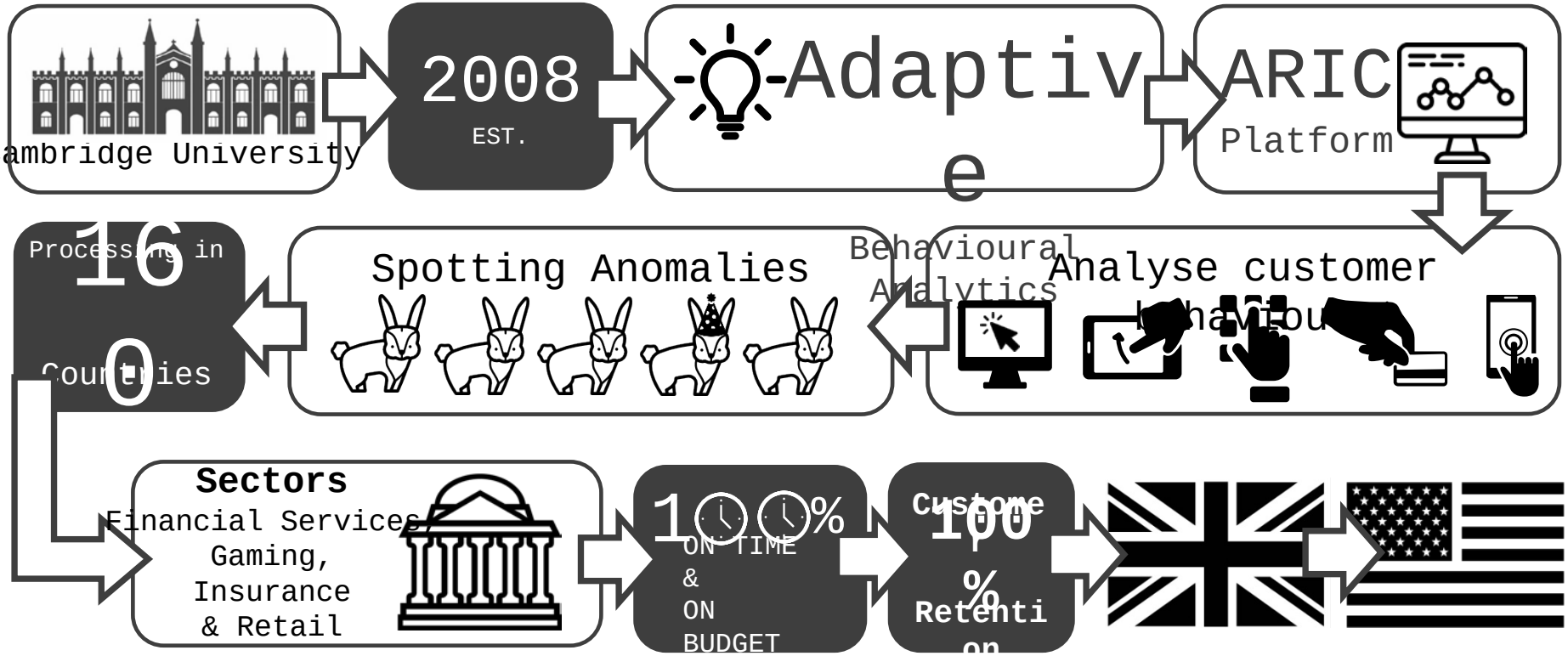
► Fraud



5. Remittance holding capacity

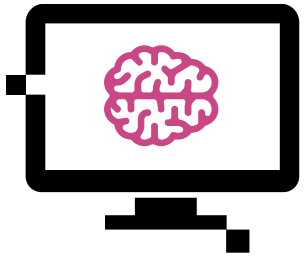
Who We Are

We are world leaders in adaptable behavioural analytics for fraud detection

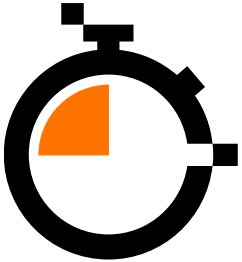


Company Overview | ARIC™ Machine Learning Platform

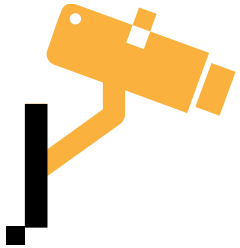
Our core technology is built, deployed and providing decisions in authorisation streams



Adaptive, self-learning models

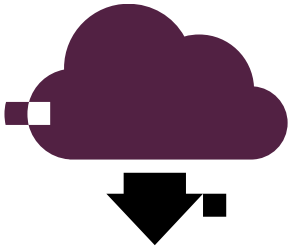


Real-time decisions



Individual monitoring at event level

Change point detection spots anomalies



Delivery: on premise or cloud hosted

Integration at lowest cost and in minimal time

Company Overview | **Customers & Awards**

Insurance, Retail & Travel




Financial Services

Gaming

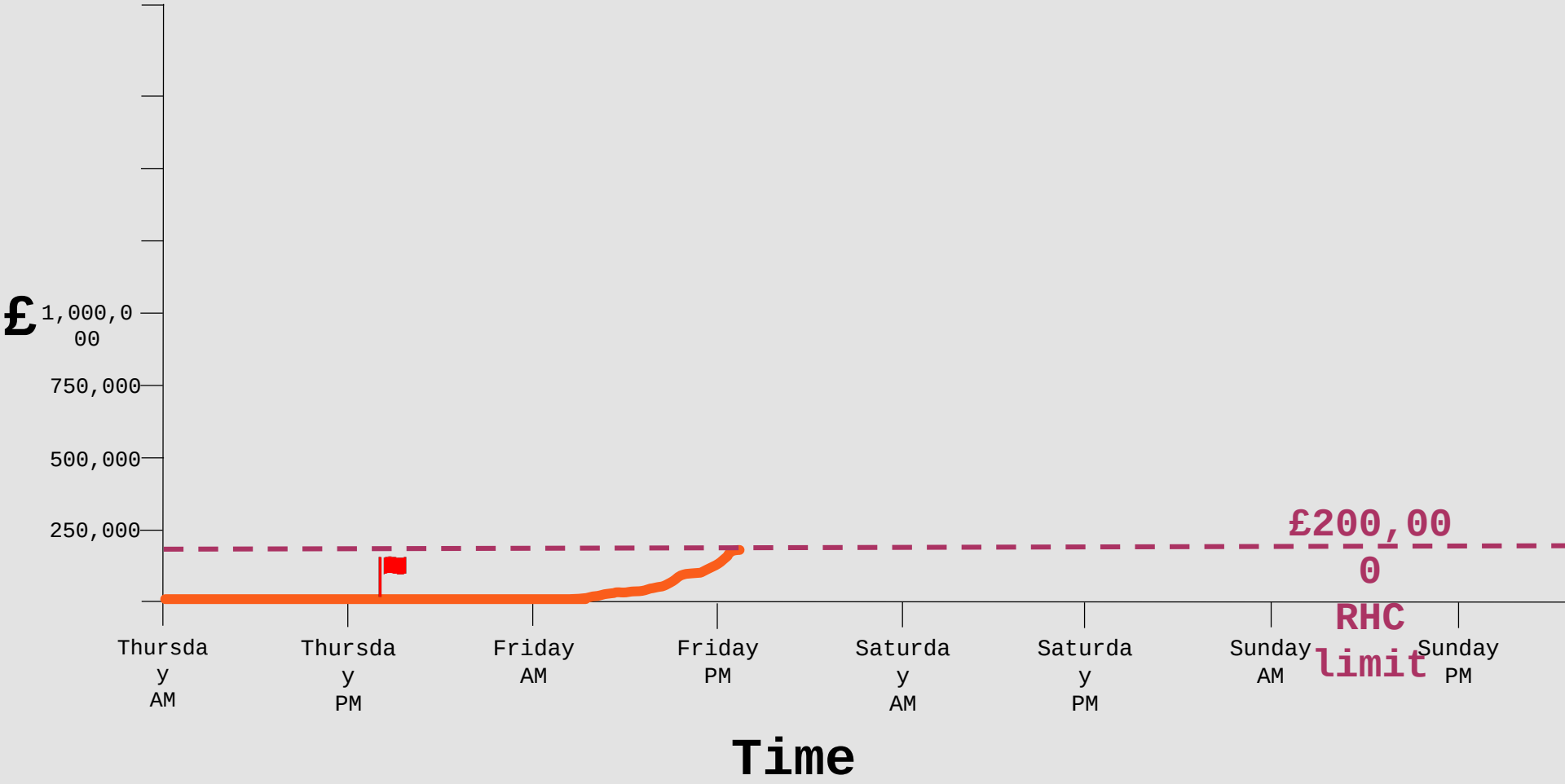


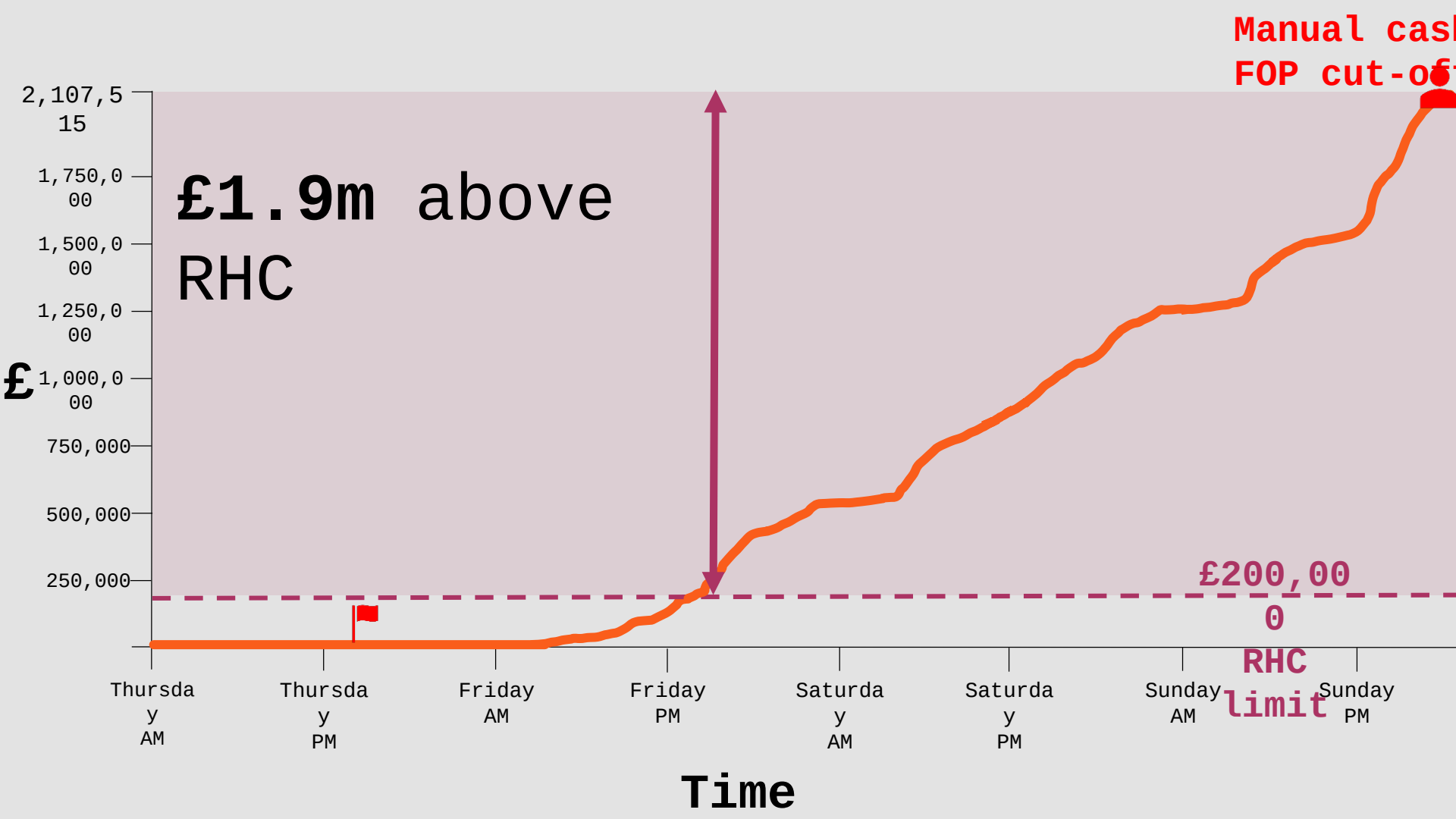
Awards

RHC | The Brief

- Real-time transaction monitoring
- Data models to identify bust-outs and other changes in behaviour early
- Alerts for Remittance Holding Capacity (RHC) – by agent and parent entity
- Firm grounding around core business rules
- System to be live by the end of 2017

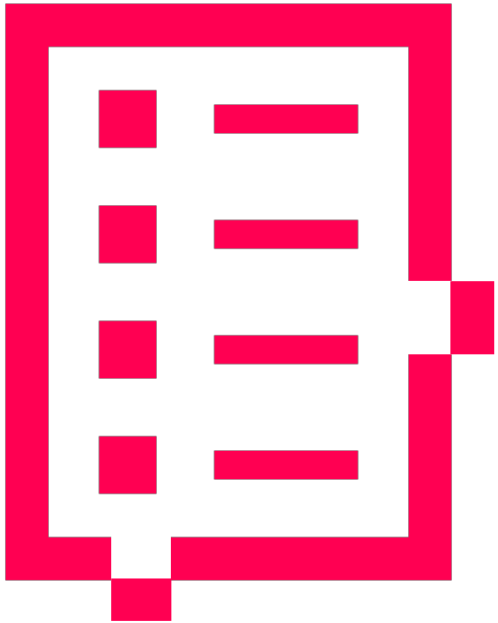

IATA
Risk Management Engine
Accreditation events
Accountable sales
IRIS balance updates
Real-time sales
FEATURE SPACE


£
1,000,000
750,000
500,000
250,000
£200,000
RHC
limit
Thursday AM
Thursday PM
Friday AM
Friday PM
Saturday AM
Saturday PM
Sunday AM
Sunday PM
Time


Manual cash
FOP cut-off
£1.9m above RHC
2,107,515
1,750,000
1,500,000
1,250,000
£
1,000,000
750,000
500,000
250,000
£200,000
RHC limit
Thursday AM
Thursday PM
Friday AM
Friday PM
Saturday AM
Saturday PM
Sunday AM
Sunday PM
Time

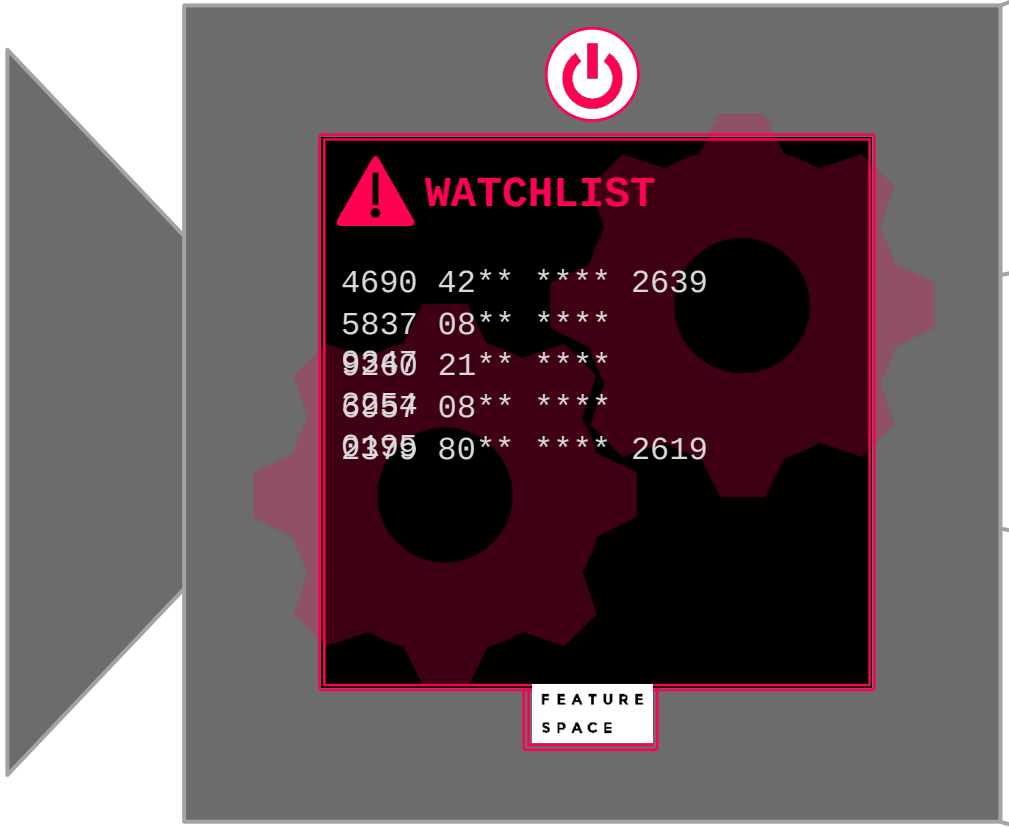
6. TIP

TIP | The Brief



- Deliver Transparency in Payments (TIP)
- Safeguard Airlines against expensive alternative payment methods (APMs) and Virtual Account Numbers (VANs)
- Monitor payments in real-time to identify APMs and VANs
- Use Adaptive Behavioural Analytics to identify changes in APM and VAN usage
- Give Airlines options to accept or reject APMs and VANs

Risk Management Engine



Add surcharge

Accept

Reject

THANK YOU!

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A Major Airline Case Study on Artificial Intelligence Implementation and Benefits

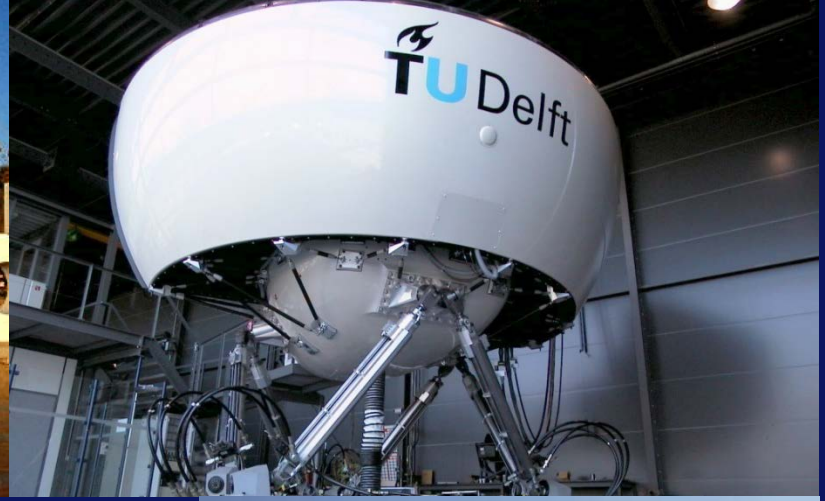
- Rogier van Enk,
  - VP Distribution, Commercial Excellence & Data Science, Finnair
- Jonathan Newman
  - Commercial Director, Caravelo

Finnair’s NDC Journey & Caravelo’s Chatbot

IATA Aviation Data Symposium

Rogier van Enk
VP Distribution, Commercial Excellence & Data Science

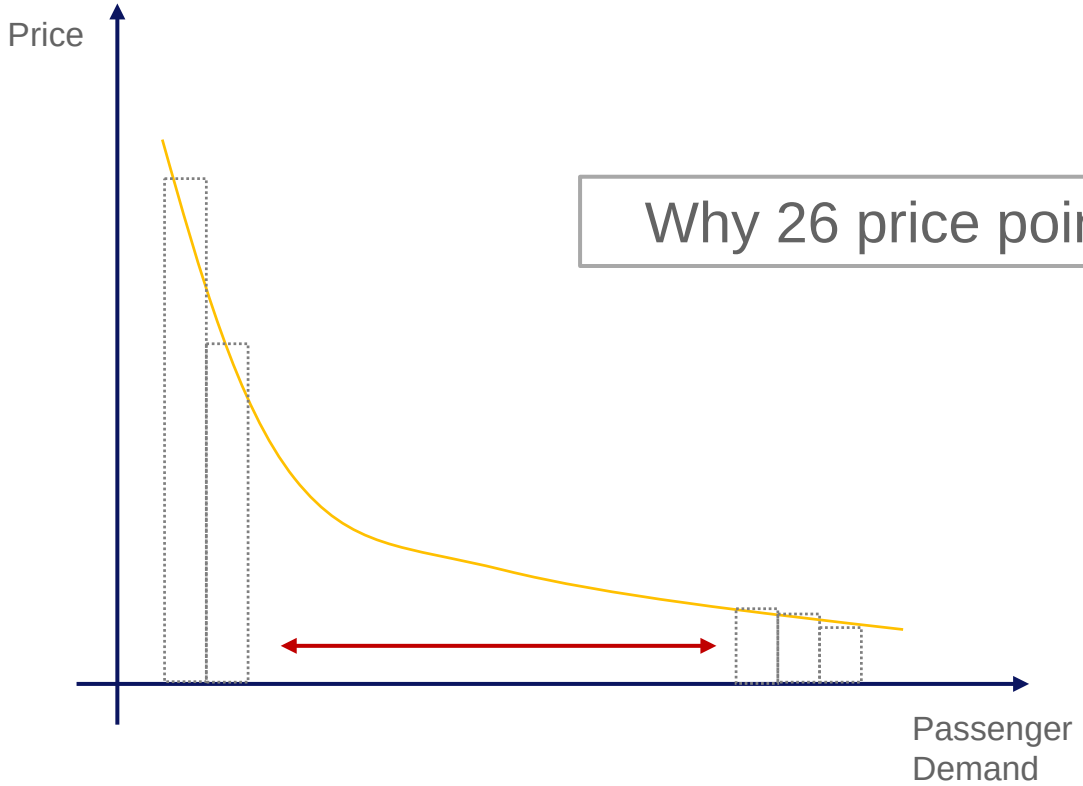
Jonathan Newman
Commercial Director, Caravelo



ABOUT ME

Four important things about our industry

1 The airline industry is rooted in history



Why 26 price points?

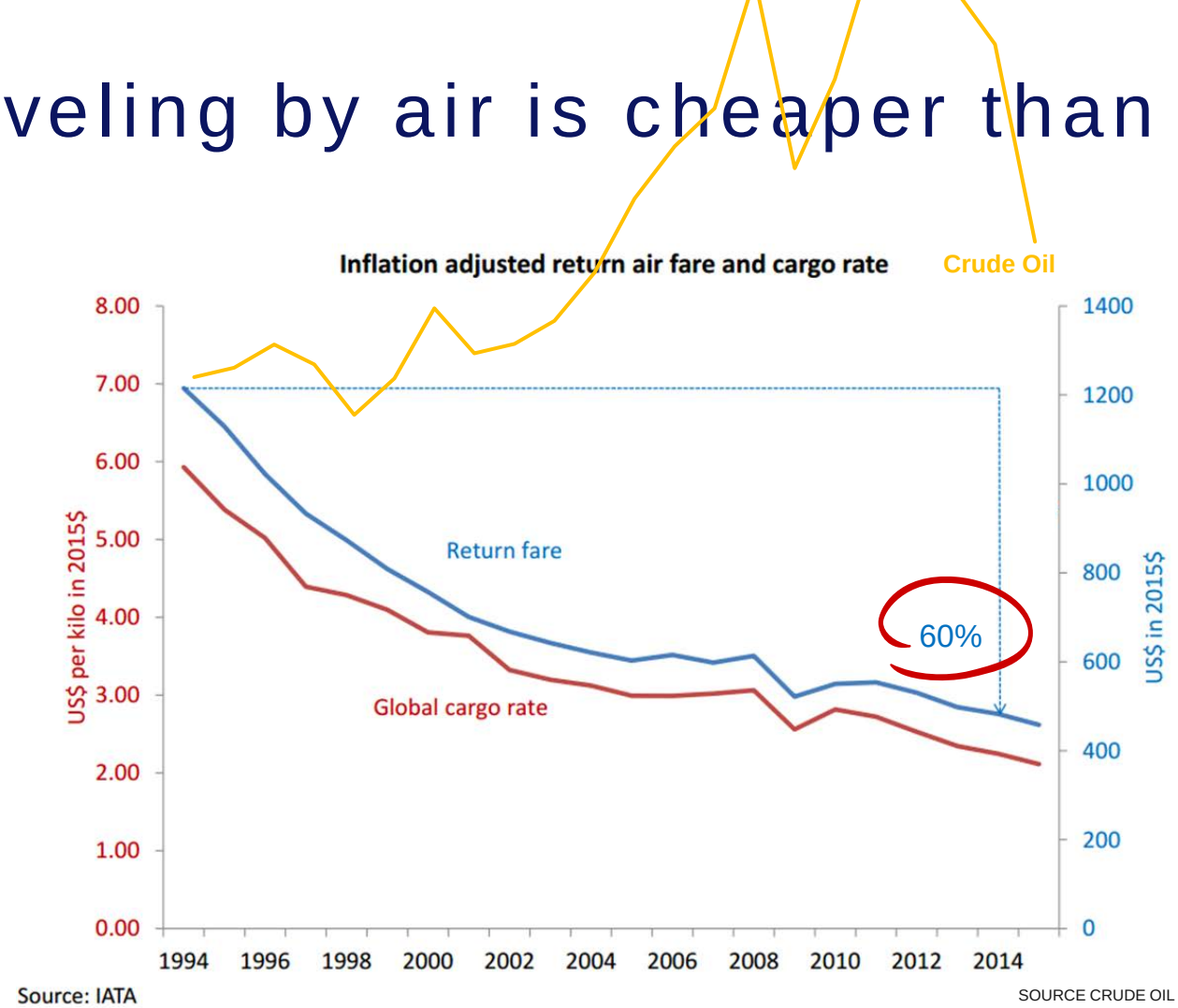
2

The airline industry is complicated

Our network:
7000 origin destinations
50 points of sale
26 price points
2x corporate products
2x codeshare choices
8x agent types
7x payment types
13x distribution systems

~ 46 billion combinations

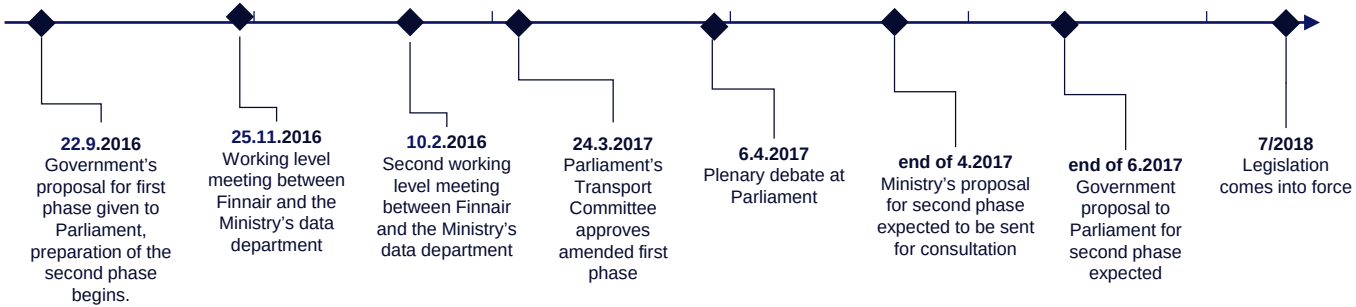
3 Traveling by air is cheaper than ever



Source: IATA

SOURCE CRUDE OIL PRICE: US Dept of Energy

4 Liikennekaari (Transport Code) – open APIs become mandatory in Finland



First phase

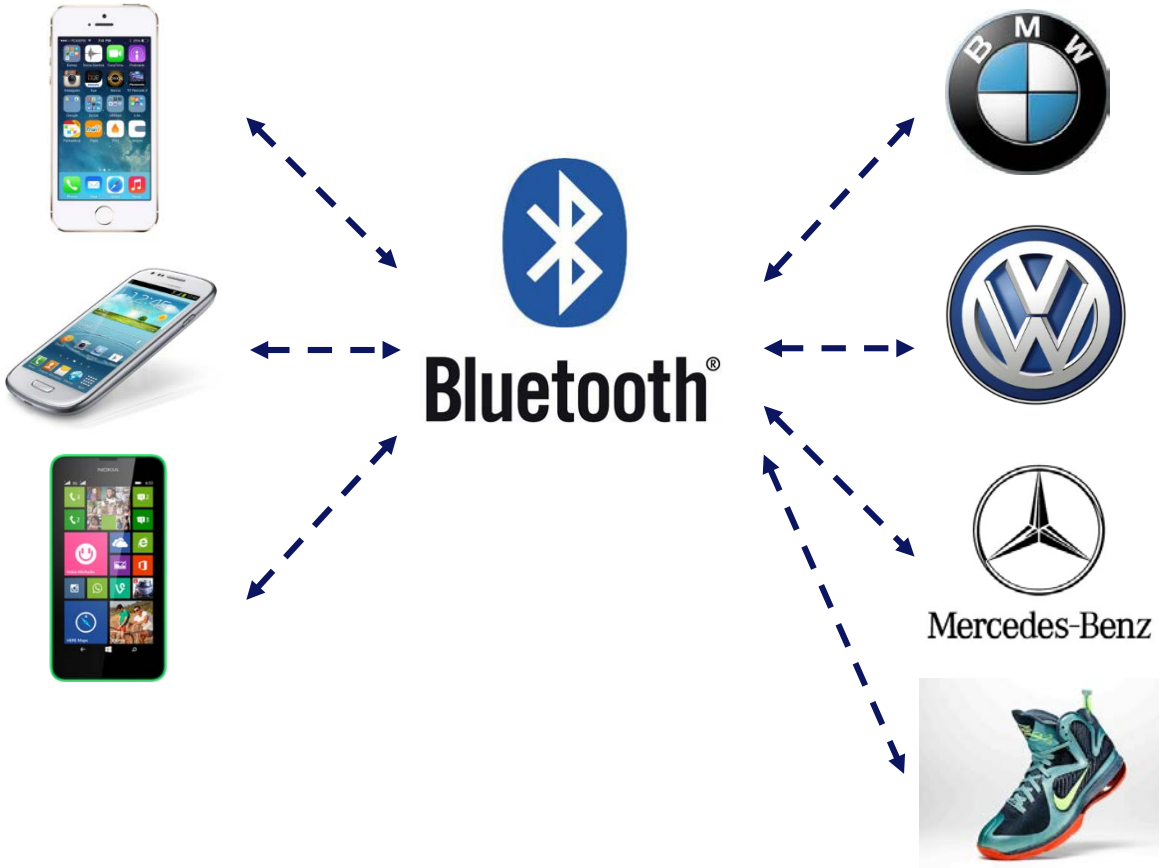
- All transport modes: Opening of essential information
- Road and rail: Compatibility and openness of distribution
- Public procurement (=Hansel) only allowed from transport companies with compatible and open distribution systems.

Second phase

- Aviation included

So we need an API!

And not just any API; but the NDC API



1. it’s open
2. it’s flexible
3. it will spur innovation
4. it’s rich in content
5. it‘s bringing airline distribution to an internet age

We have connected two platforms to our NDC API

Launch of Finnair chatbot “Finn” – our adorable cloud

We worked together with a startup on this – easy, fun, innovative, fast

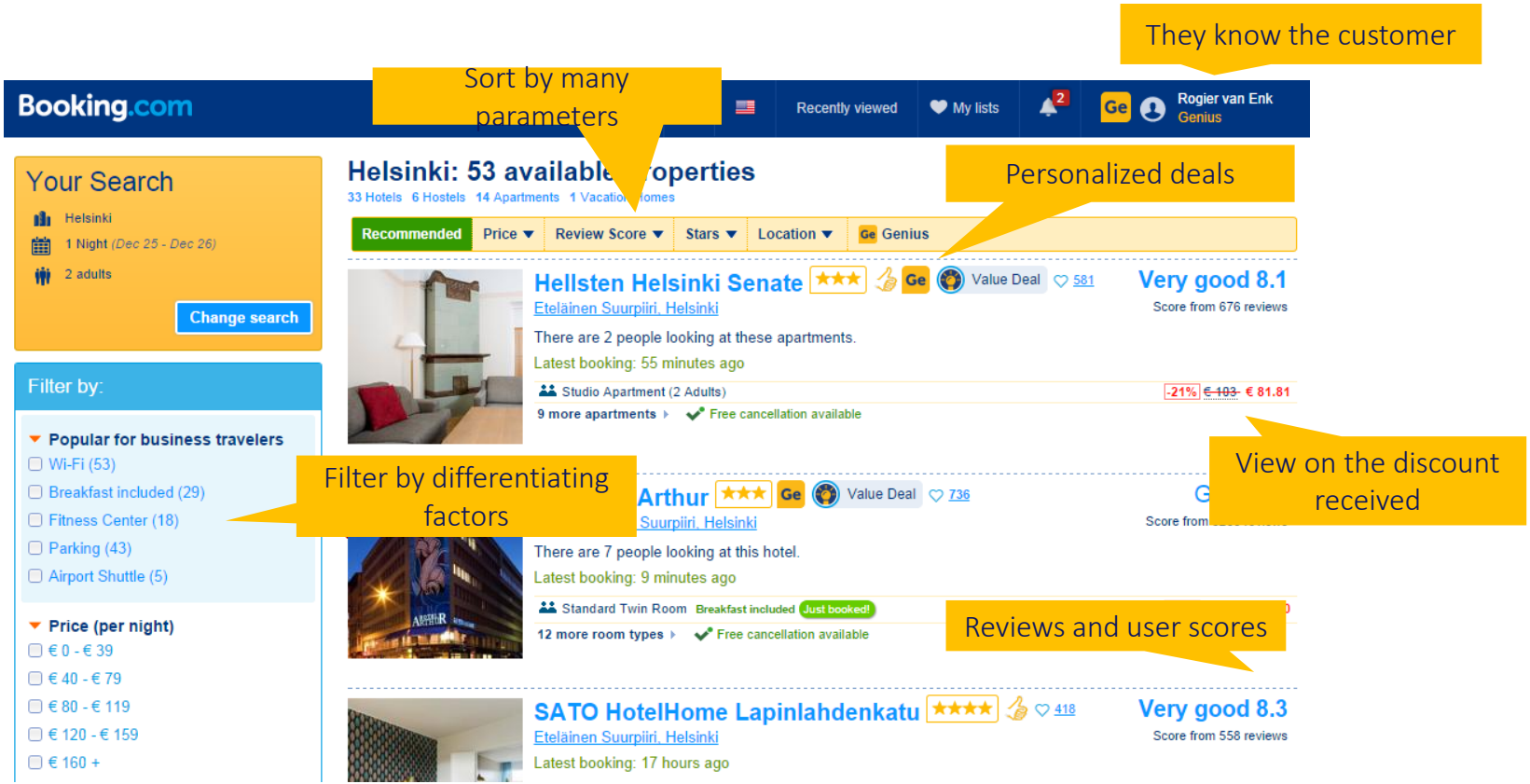
skyscanner

Successful implementation of facilitated booking flows through Skyscanner – technology works, expected to be a multi-million € channel for us

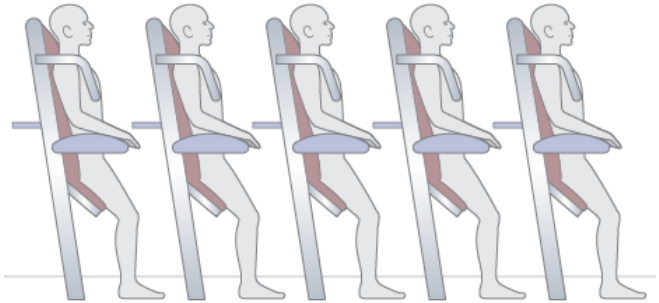
Many more in the pipeline

Top 5 things that will accelerate in a NDC world

1 Attribute shopping becomes easier



2 Increased investments in CX

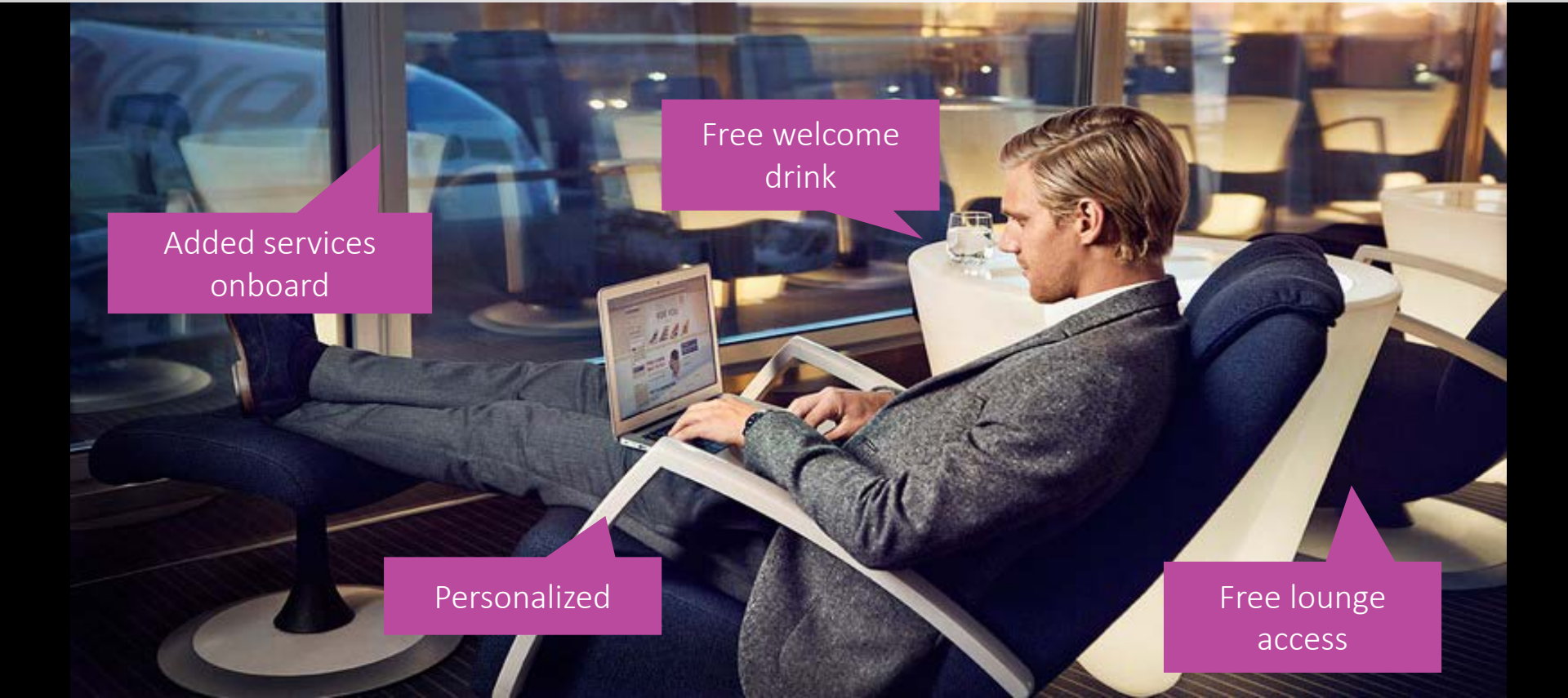


We are making flying great

3 For the agent: Improved ancillary processes

- All airline content becomes available in a fast and efficient way
- Easy access to sell ancillaries or fare up-sell
- Rich Content
- Easy and transparent access to product information
- Better ability to cater different customer needs: product quality, service level, schedules and price
- Increase customer satisfaction and retention

4 For the buyer: Same control on your spend, but dynamic fares & bundling to reward your travelers for their business

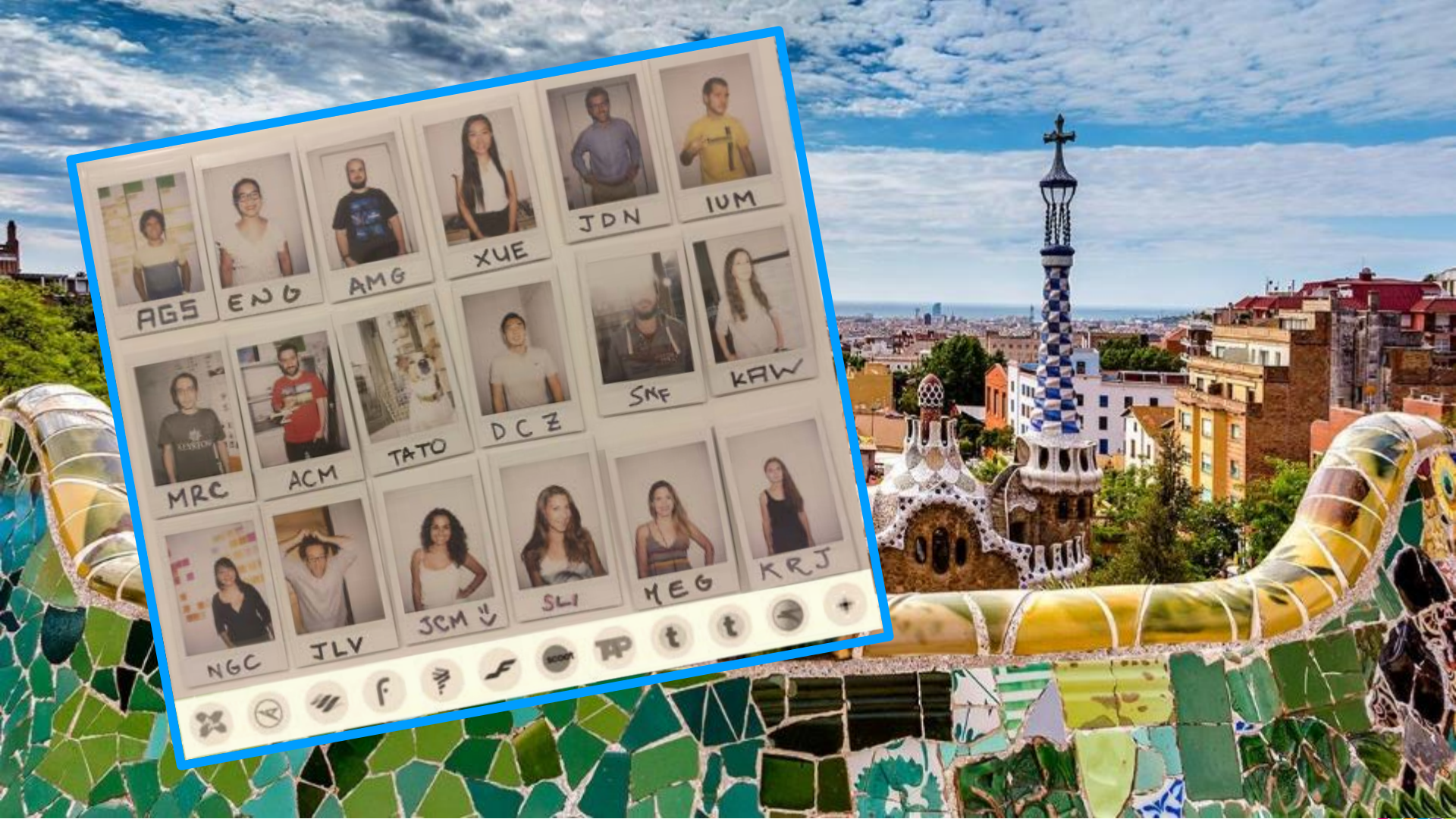


5 Startups, innovation, hackathons

(caravelo (

Bringing airlines and customers together

IATA Data Symposium: Miami, November 2017


AGS
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XUE
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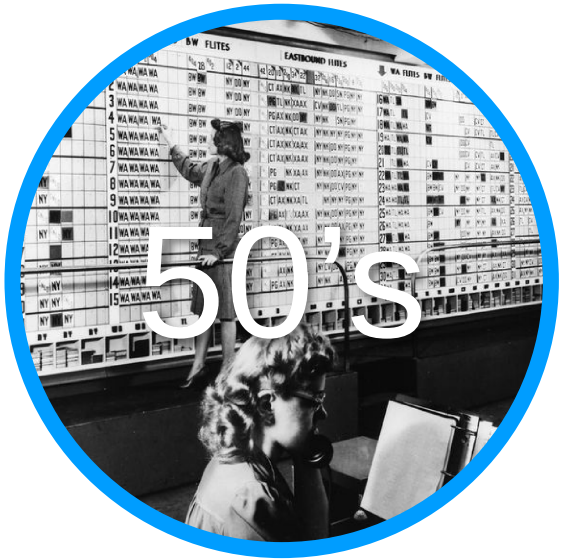
IUM
MRC
ACM
TATO
DCZ
SMF
KAW
NGC
JLV
JCM
SLI
MEG
KRJ


IATA
NDC Hackathon
Business traveler journey prize
$5,000
+ Trip for two in Geneva, Switzerland, to present your idea at IATA Business Travel Summit on June 21 22
+ incubation program to help grow your project.

Old airline IT Systems



New customer requirements

Personalized Retailing

Actual Loyalty

Real time interaction

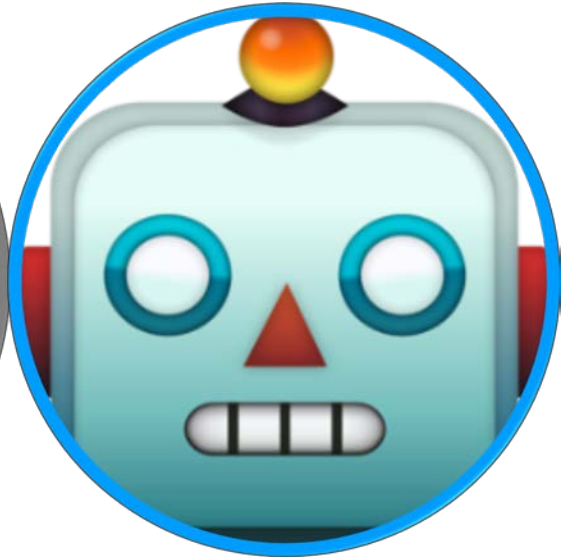
New customer channels

Fallible

Available 8 hours a day

Expensive to recruit, train and retain

Sometimes gets grumpy



Still requires training

Infallible

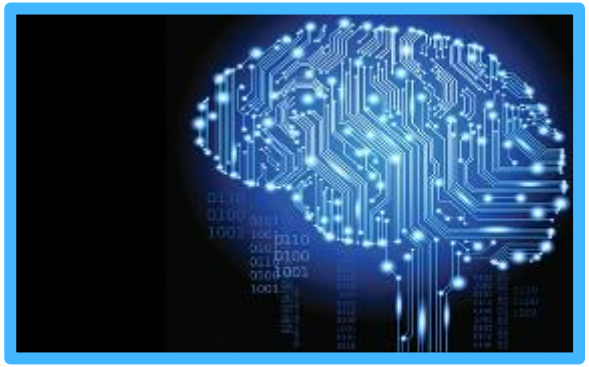
Available 24 hours a day

Relatively cheap to build or buy

Is the perfect personification of your brand

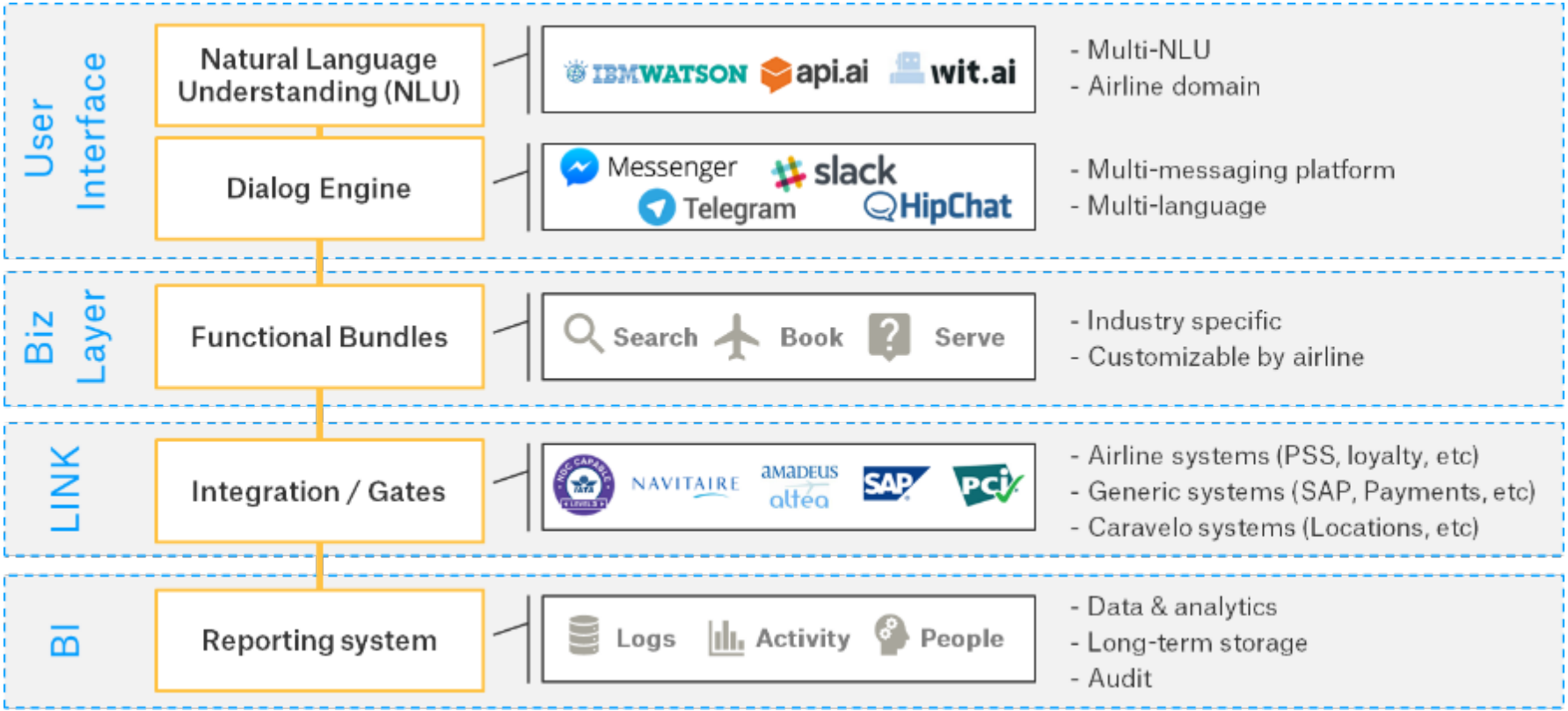
)c)

New Airline Systems



)c)

How our bots come to life



A.I. in Bots is about understanding

wit.ai Dialogflow IBM Watson

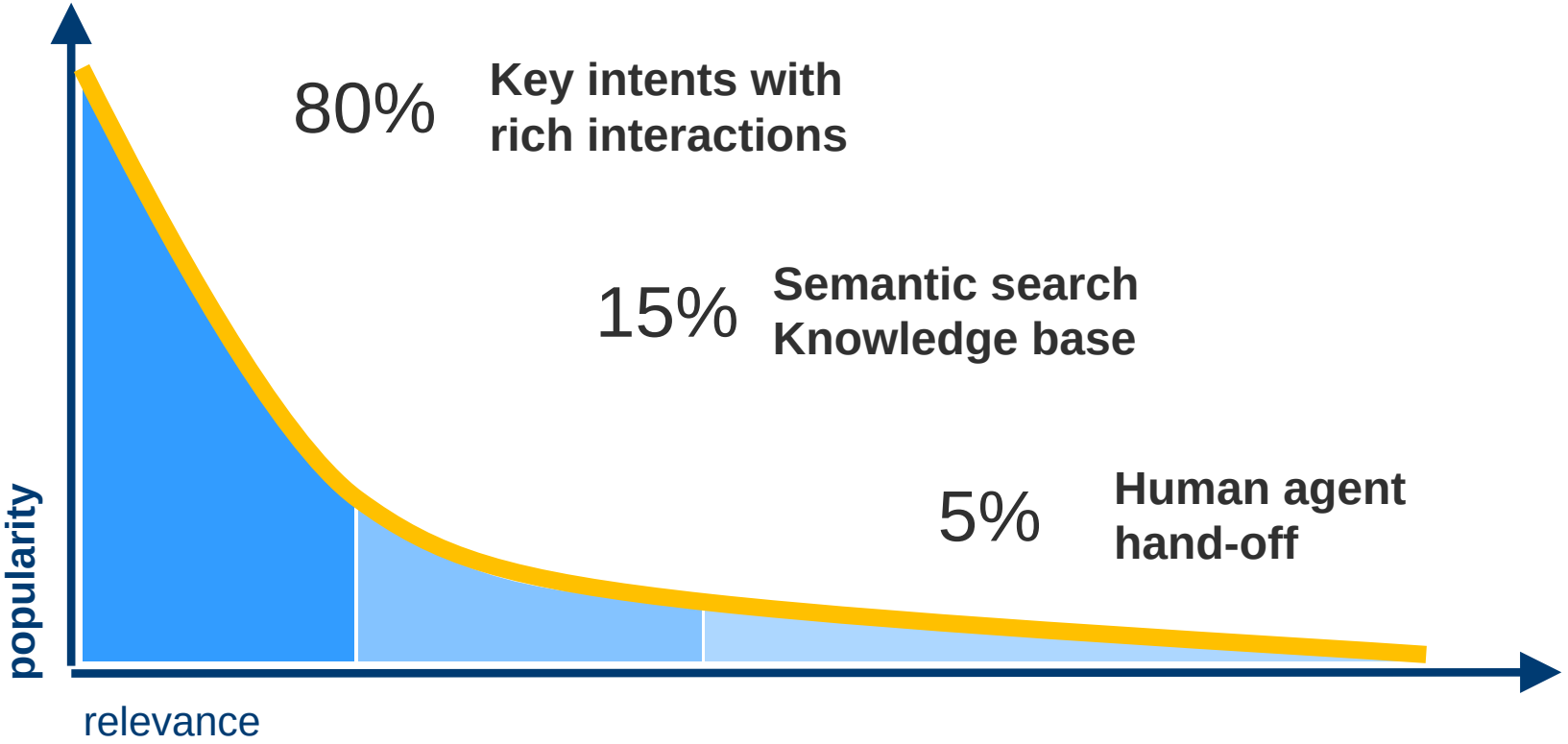
Machine learning

Specific airline model created

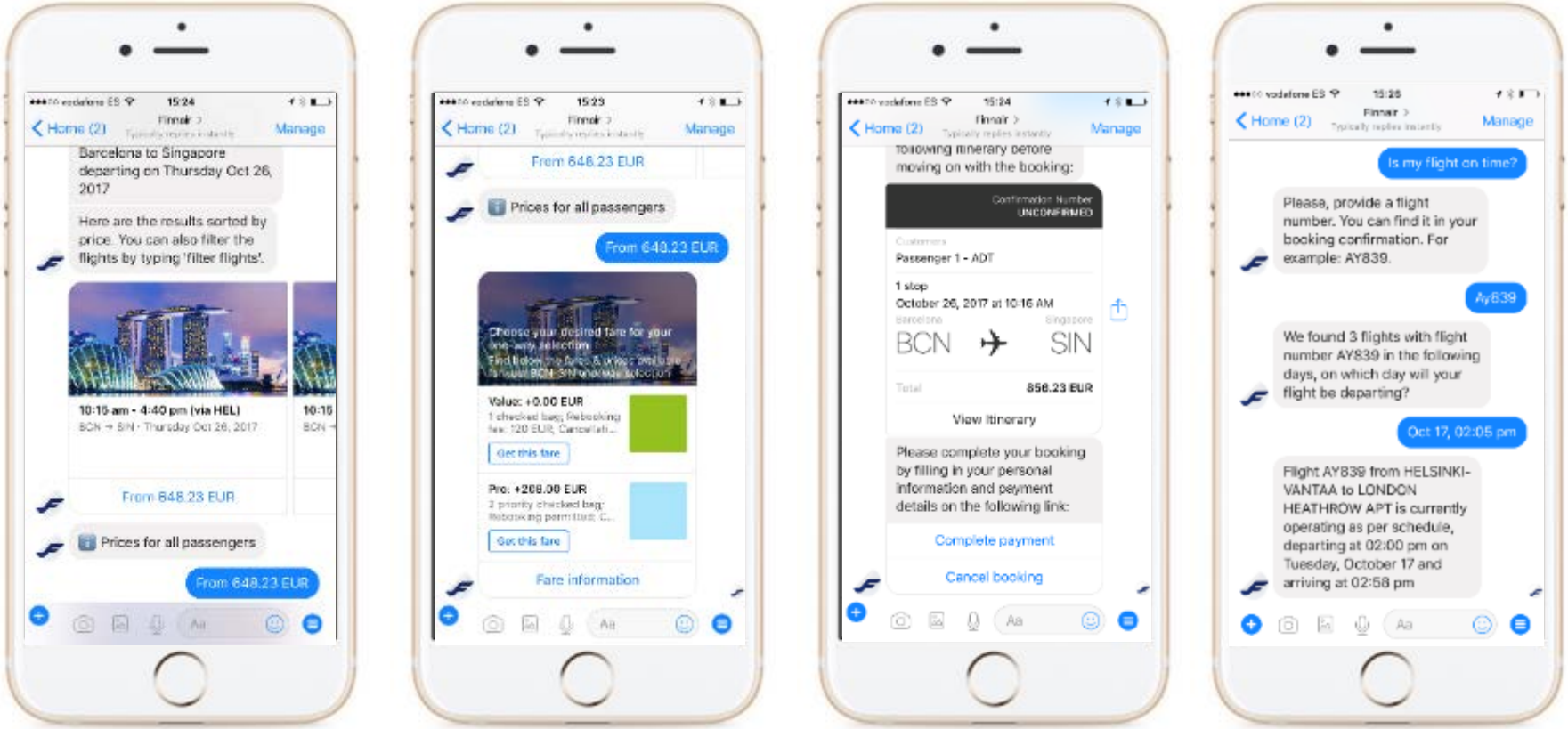
Human training

We have trained 250 intents: 25,000 utterances, machine learning (ML) does the rest

Understanding drives Scale

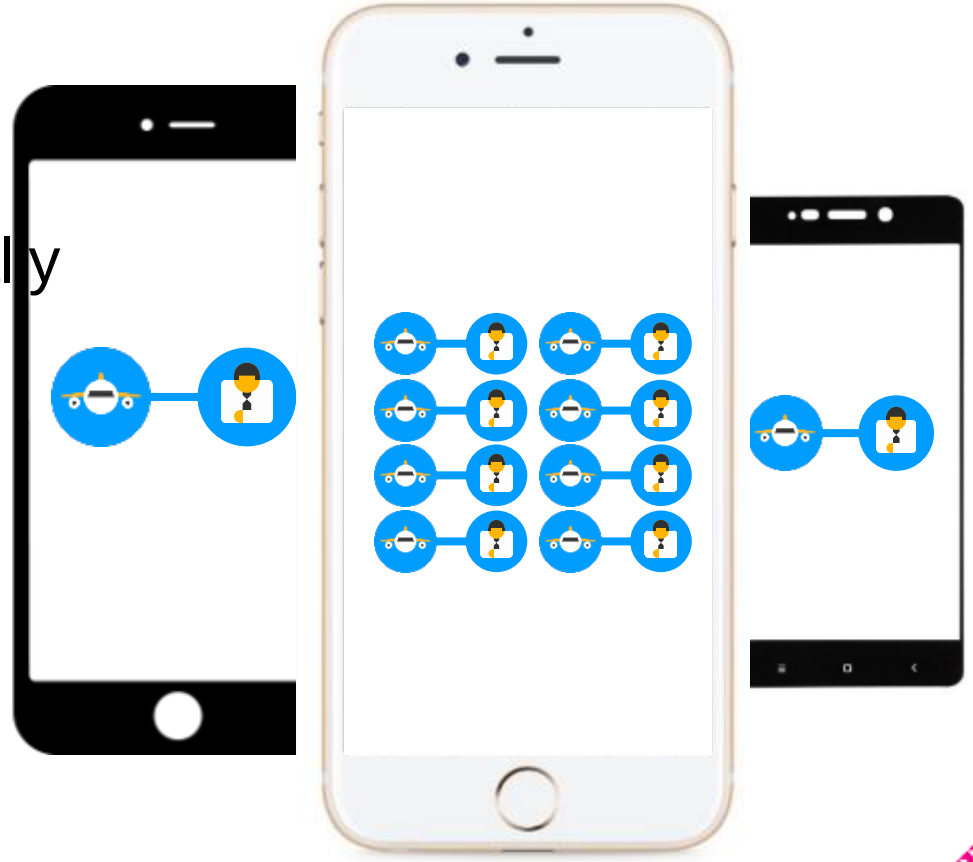


Understanding drives Utility



Understanding drives Insight

Imagine a one on one conversation with potentially every customer you serve



The future

More understanding, more utility, more insight

More languages, more platforms

What can bots do for internal customers?

Utilize the power of personalization

We turn messenger platforms into a channel for servicing and retail

Predicting Disruptions Using Deep Learning: Lessons Learned

Wayne Matrose

Senior Business Development Consultant

SITA

PREDICTING DISRUPTIONS USING DEEP LEARNING AI

LESSONS LEARNED

November 16, 2017
Wayne Matrose

SITA
Create success. Together

FRAMING OUR CONVERSATION

- Research & Discovery Mission
- Project Motivation
- Project Approach
- What We Found
- What Needs To Change
- Summary & Close

RESEARCH & DISCOVERY

SITA
Create success. Together

SITA RESEARCH & DISCOVERY

DRIVING INNOVATION

- SITA Lab: Harnessing the power of emerging IT
- Committed resource and funding for the industry's future
- Investing around 5% of revenue for R&D
- Innovation ecosystem of partners

"By working in partnership with our customers, SITA Lab is revolutionizing the passenger experience."

Jim Peters, CTO, SITA

- **Big data, business intelligence and predictive analytics**
- **Beacons**
- **Wearable computing**
- **Holographic GUI**
- **Biometrics & Identity Management**
- **Social booking & check-in**
- **API platform for air transport: developer.sita.aero**
- **Mobile boarding pass API**
- **Cabin crew tablets**
- **iPad kiosks**
- **Near Field Communication**

CREATING SUCCESS

FUTURE TRAVEL EXPERIENCE AWARDS
RECOGNISING TRUE PASSENGER EXPERIENCE ENHANCEMENT

- 2017 FTE Supplier Innovation for ControlBridge Hololens (Helsinki Airport)
- 2017 FTE Supplier Innovation for Mobile Application integration with US CBP (Miami Airport)
- 2015 FTE award for Easyjet Host (SITA APIs)
- Winner: 2014 Wearable Conference (with Virgin)
- 2014 FTE 2 awards (with Virgin and AA)
- IT Company of the Year – Air Transport News 2013 Awards
- Aviation IT Service Provider of the Year – Africa (African Airlines Association) 2013
- Winner: 2013 PMI Atlanta Chapter Project of the Year Award
- Airport IT Solutions Provider of the Year, Frost & Sullivan, Asia Pacific 2011
- 2011 Global Customer Value Enhancement Award in border control
- SITA and Malaysia Airlines scoop CAPA IT innovation award
- Best IT Services Provider Emerging Markets Airports Awards (EMAA) 2010 & 2011 & 2013
- Tnooz THack Gold Medal 2011

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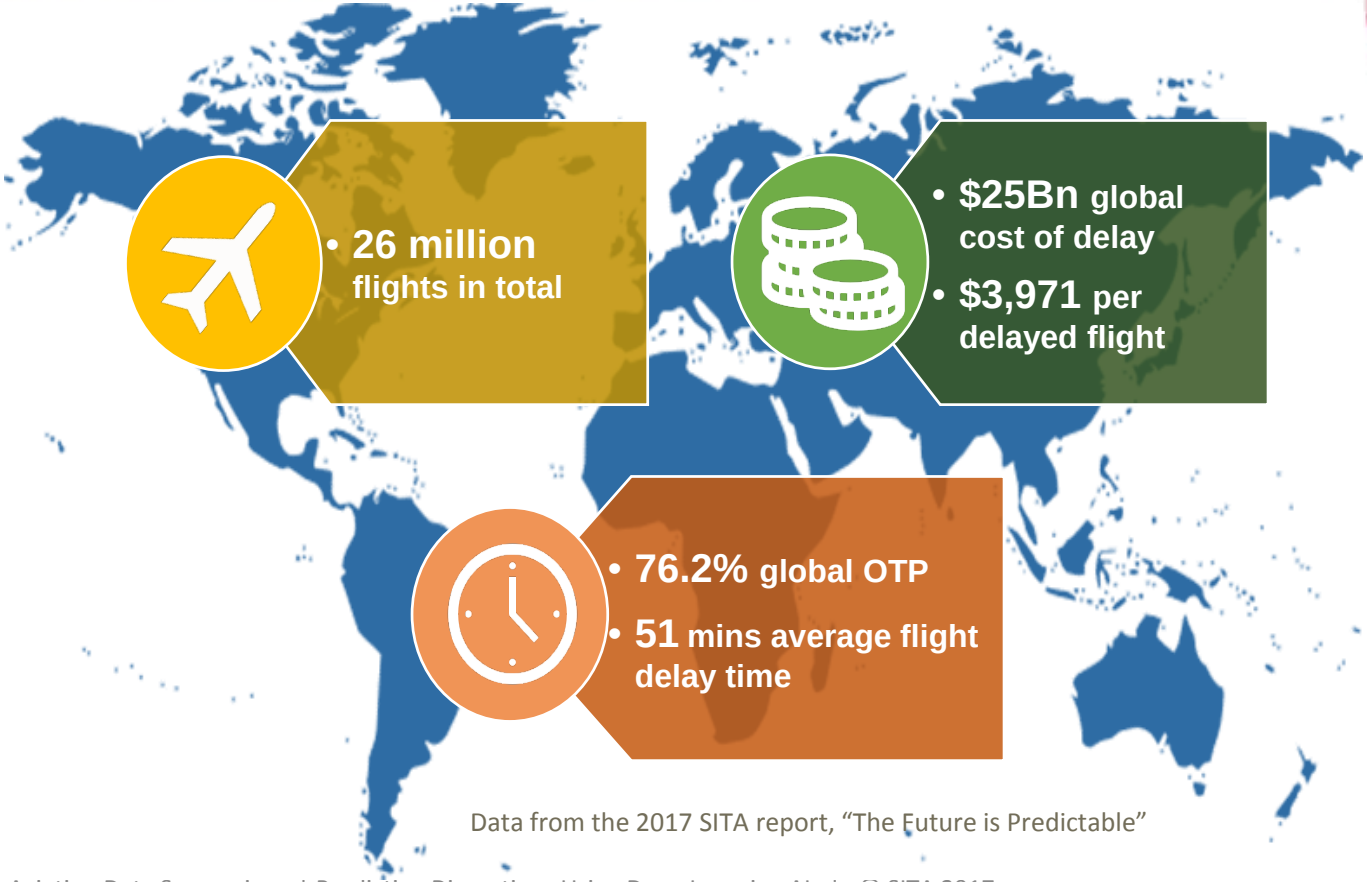
PROJECT MOTIVATION

OUR INDUSTRY ISSUE



Data from the 2017 SITA report, “The Future is Predictable”

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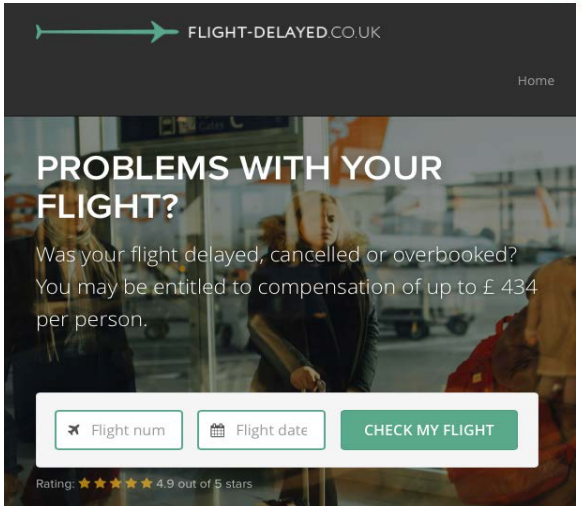
CHANGE REQUIRED

Flying on [redacted] without a delay is highly unlikely...Always delayed.. One reason I have not flown with them nearly as much this year!

[redacted]



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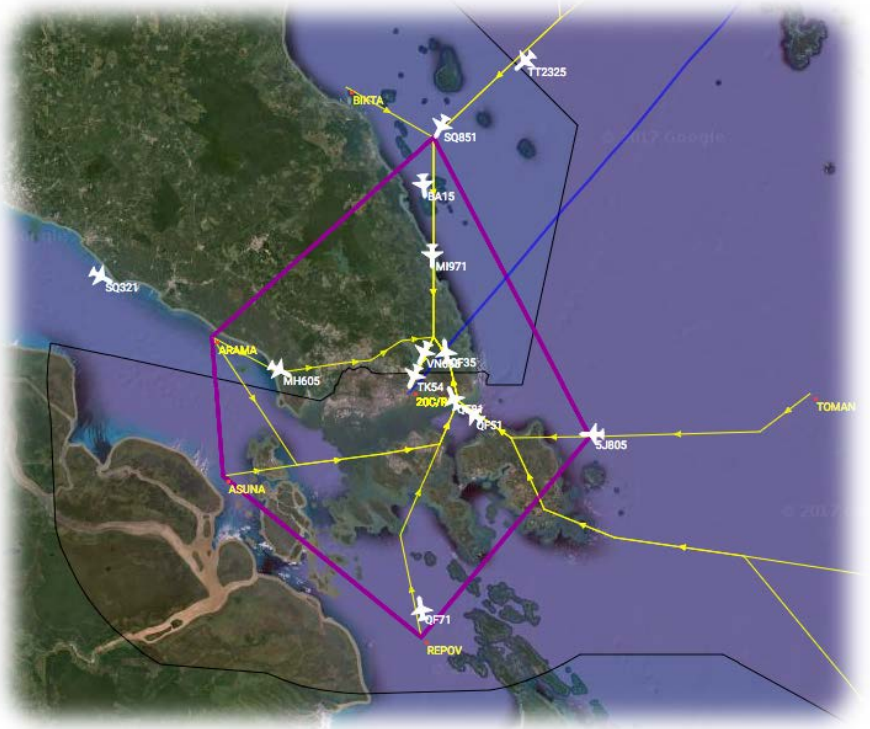
PROJECT MOTIVATION

- Limited visibility on arrivals
- A-CDM not implemented
- Aircraft not visible until entering ATC-controlled area
- Notification 20 – 60 minutes before touchdown



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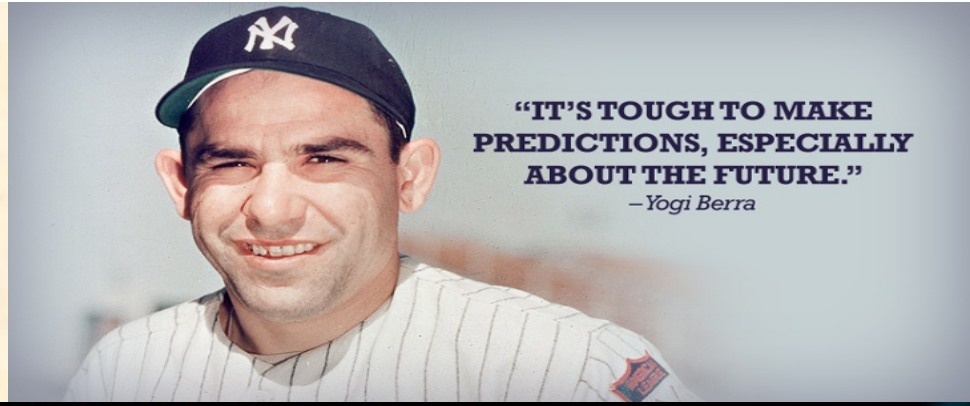
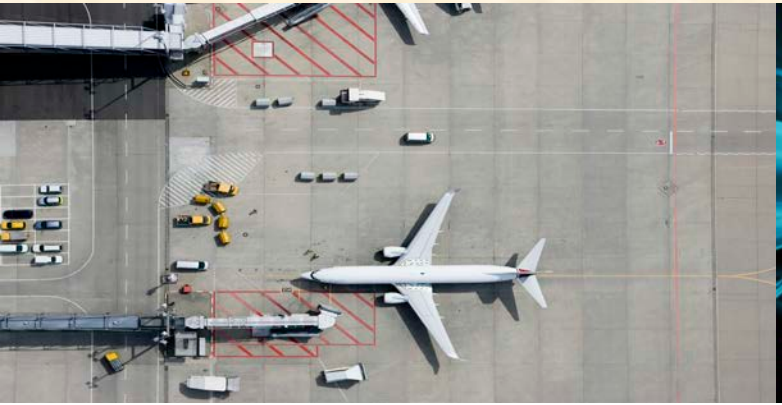
HOW DO WE SOLVE THIS?

PAST PERFORMANCE IS NOT A GUARANTEE OF FUTURE RESULTS





BUT WHAT IF DEEP-LEARNING ARTIFICAL INTELLIGENCE DOES "THE MATH"?

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APPROACH

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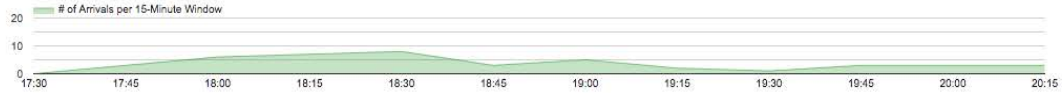
APPROACH TO DATA SCIENCE

- Full-Stack Programmers & Data Engineers
- “Beautiful Mind” Mathematicians
- Extensive ATI Domain Knowledge
- Communications & Visualization Expertise
- Innate Curiosity
- Full-Blown DEVOPS – Rapid Deployment & Continuous Integration

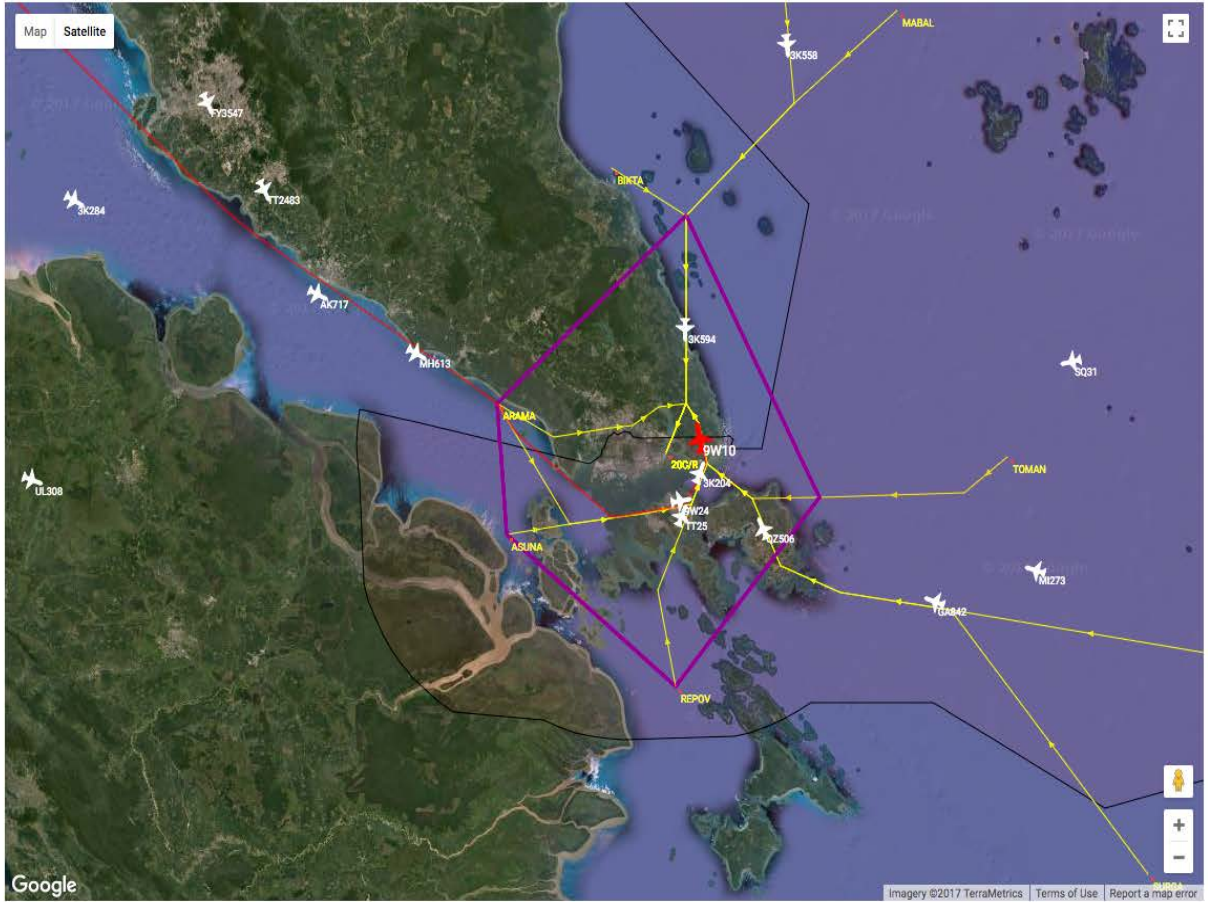
SITA Predictive Platform - Arrivals

WSSS @ 17:44:20 -- Active Runway: 20C/R

TIME USER CODES IATA SITA

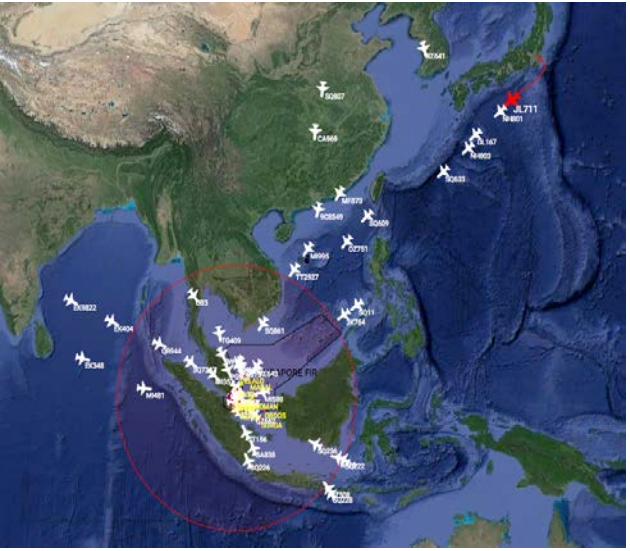


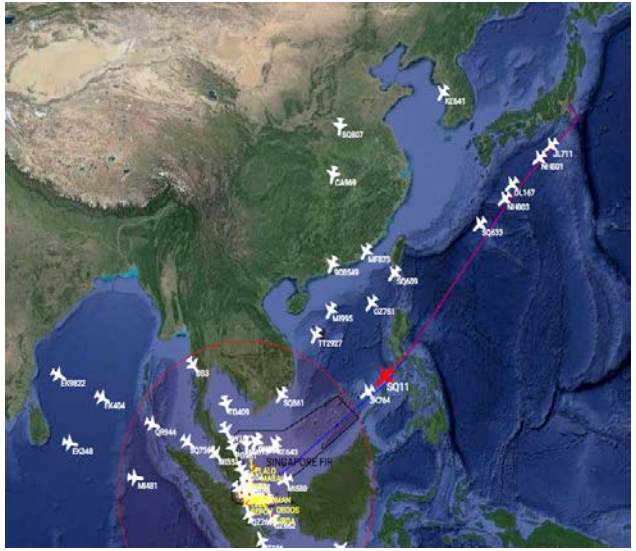
17:30	18:00	18:30
10,000m	10,000m	10,000m

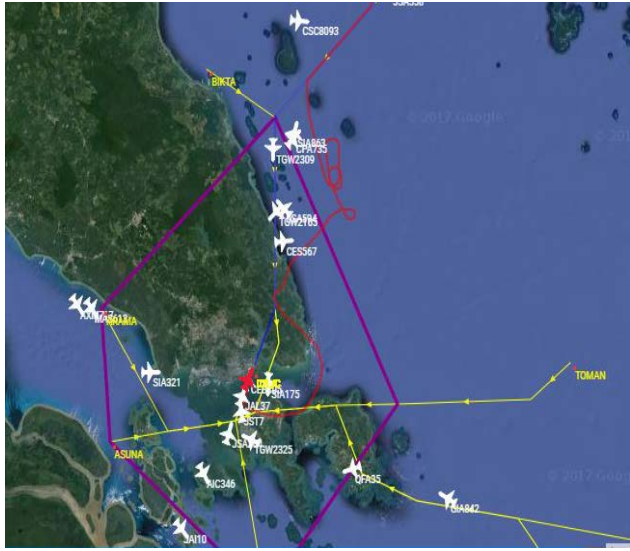


FLT#	AIRCRAFT TAIL	AIRCRAFT TYPE	ORIG	OFF	STATUS	DATA POS	DATA F/P	APPROACH STAR	APPROACH TIME	TOUCHDOWN SCHD	TOUCHDOWN PRED	TOUCHDOWN ACT
GA836	PKGMU	B738	CGK	15:43:41	landed			REPOV1B	17:16:29	17:45:00	17:41:25	17:40:06
SQ321	9VSKS	A388	LHR	04:55:00	landed			ARAMA1B	17:14:14	18:10:00	17:46:32	17:41:54
TT2105	9VTAT	A320		15:35:00	landed			BIKTA1B	17:24:19	18:10:00	17:47:40	17:44:10
9W10	VTJWS	A333	BOM	12:51:44	onapproach			ARAMA1B	17:26:42	18:00:00	17:53:10	
3K204	9VJSM	A320	CGK	16:35:00+	onapproach			REPOV1B	17:32:07		17:57:41	
3K594	9VJSA	A320	PNH	16:26:31+	onapproach			ELALO1B	17:22:09		17:57:49	
QZ506	PKAXS	A320	DPS	15:31:47	onapproach			SURGA1B	17:21:06		18:00:12	
TT25	9VOFI	B788	MEL	10:09:00	onapproach			REPOV1B	17:34:50	18:15:00	18:00:28	
9W24	VTJBH	B738		14:01:55	onapproach			ARAMA1B	17:30:33	17:55:00	18:02:41	
GA842	PKGNC	B738	DPS	15:32:29	onapproach			SURGA1B	17:30:54	18:20:00	18:09:40	
3K558	9VJSB	A320	SGN	16:40:01+	onapproach			ELALO1B	17:36:43		18:11:14	
MI273	9VMGA	B738	MDC	15:01:35	onapproach			OBDOS1B	17:36:36	17:40:00	18:14:55	
MH613	9MFFF	B738	KUL	17:28:44+	onapproach			ARAMA1B	17:48:09	18:25:00	18:15:26	
AK717	9MAFC	A320	KUL	17:19:38	onapproach			ARAMA1B	17:50:36		18:19:12	
SQ31	9VSMQ	A359	SFO	03:05:21	departed			KARTO1B	17:47:45	19:00:00	18:20:39	
SQ252	9VSVI	B772	SYD	10:56:00	departed			OBDOS1B	17:44:30	19:15:00	18:22:05	
3K510	9VJSI	A320		16:22:02+	departed			BIKTA1B	17:58:32		18:23:15	
PX392	P2PXW	B763	POM	12:25:08+	departed			OBDOS1B	17:47:57	18:30:00	18:27:38	
TT2483	9VTRL	A320	IPH	17:24:00+	onapproach			ARAMA1B	17:55:56	18:45:00	18:27:50	
SQ248	9VSSD	A333	MEL	10:56:00	departed			OBDOS1B	17:50:56	18:30:00	18:31:17	
SQ286	9VSWQ	B77W	AKL	08:50:16	departed			SURGA1B	17:49:33	19:00:00	18:32:00	
SQ183	9VSTT	A333	SGN	16:48:00	departed			BIKTA1B	18:08:11	18:55:00	18:32:57	
3K284	9VJSL	A320		17:24:46+	departed			ARAMA1B	18:02:22		18:34:40	
MI515	9VMGG	B738	RGN	15:39:00	departed			BIKTA1B	18:11:05	18:50:00	18:38:22	
SQ977	9VSTV	A333		16:19:00	departed			BIKTA1B	18:11:30	18:55:00	18:39:07	
UL308	4RABN	A320	CMB	14:49:02+	departed			ASUNA1B	18:12:23	18:55:00	18:39:46	
FY3547	9MFYB	AT72	IPH	17:19:43+	departed			ARAMA1B	18:15:26		18:42:29	
SL104	HSLUQ	B738	DMK	16:42:50+	departed			BIKTA1B	18:22:30		18:51:36	
QZ266	PKAZI	A320	CGK	17:11:47	departed			REPOV1B	18:24:12		18:54:06	
QZ662	PKAXR	A320	WAHS	17:19:19+	departed			SURGA1B	18:20:23		18:57:04	
VN659	VNA365	A321	SGN	17:31:51+	departed			ELALO1B	18:28:08	19:25:00	19:00:59	
PG961	HSPGX	A319	USM	17:35:58	departed			BIKTA1B	18:40:52	16:50:00	19:02:10	

UNDERSTANDING WHERE THE DIFFICULTY LIES







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WHAT WE FOUND

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IT'S ABOUT APPLYING THE RIGHT APPROACH TO THE MATH

- Estimate which STAR will be used
  - Easy: **Simple Calculation**
- Current position to STAR-entry:
  - Moderate: **Simple Calculation**
- STAR-entry to touchdown:
  - Difficult: **Machine Learning**
- Runway direction/configuration change:
  - Extremely difficult: **Machine Learning**

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TECHNOLOGY RESEARCH CONCLUSION

- Deep-Learning AI can make an appreciable dent in this ATI challenge
- Feature engineering is of paramount importance with AI
- Accuracy of and gaps in real-time situational awareness data can be a challenge
- Don’t assume to know what data is important to the AI
- Black swan events will continue to be a challenge

WHAT NEEDS TO CHANGE

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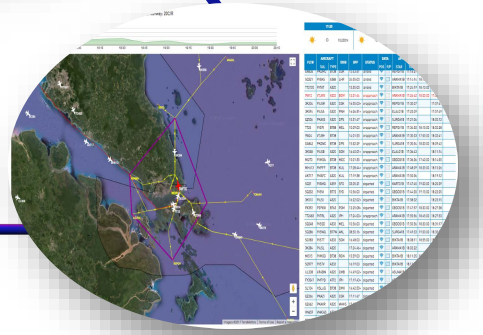
A COMPREHENSIVE SOLVE

Data from the 2017 SITA report, “The Future is Predictable”

CHANGE PROGRAMME COMPONENTS

OPERATIONAL MODEL

WORK ENVIRONMENT



TECHNOLOGY

WORK PRACTICE CHANGE MANAGEMENT

SUMMARY

LET'S SUM UP

- We are at the precipice of a new chapter in ATI operational performance
- Deep-Learning AI will play a significant role
- Advancement in tools will get us only so far
- SITA stand committed and ready to do our part

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THANK YOU

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Networking Coffee Break

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mcmillan

The Data Revolution Requires a New Mindset

Pascal Clement

Head of Travel Intelligence

Amadeus IT Group

amadeus

The data revolution requires a new mind-set

Aviation Data Symposium

Pascal Clement
Head of Travel Intelligence
Amadeus IT Group
15 / 16 November

It’s a data revolution!
Differentiate or lose out to competition

_ **Data-driven strategies** are now key to competitive differentiation

_ **Innovative technology** is providing **competitive value** all along the customer journey

_ Now Airlines must employ **data-driven approaches**
- for more sophisticated Personalization, Intelligent Merchandising, Improved Operations, etc..

_ Successful Airlines will harness **data analytics**
- for their operational and customer experience transformation

Airlines must focus on value as a starting point

Example: Schedule Recovery

Use of data to intelligently predict outcomes is proving to be really valuable to airlines involved in recovering schedules.

Schedule Recovery uses **computational capabilities to automate many actions** making decisions faster and better, with a **direct impact on the bottom line**.

3.4% vs **22%** cancellations

Sunday **62%** vs **48%** OTP

Saturday **86%** vs **74%** OTP

**Figures show QF performance using Amadeus Schedule Recovery vs main Australian competitor*

> *"Improving our operations with Schedule Recovery has been enormously successful from a competitive point of view for us, which translates into market share and dollars."*

Paul Fraser
Head of Operations, Qantas

amadeus

Moving towards continuous re-optimization

With a data-driven process, Airlines can **replace** ad-hoc processes that “fix” a situation through marginal changes.

Using data analytics, airlines can pinpoint re-schedule conflict with crew regulations, resulting in a **smoother and quicker coordination** between Ops Control and Crew Control.

Combining multiple data sources to great effect

…Imagine mapping **Passenger shopping behavior profiles** against highest spending passenger to define where you sit them in order to maximize revenue!

…or Product design, packaging offers to customers shopping for travel, or refining the **passenger experience** based on social media sentiment analysis.

The biggest value will come from **combining multiple data sources** to find correlations. This requires a **global Data Infrastructure**!

A profound transformation is needed

5 steps to help you move to a data-driven approach

1 Business experts profiles to include **analytical skills**

2 **Re-think** where data can modify, create or replace the processes

3 **Usage of data will be for everyone** not just the data team

4 **Management drive** is key so that data models yield better decisions

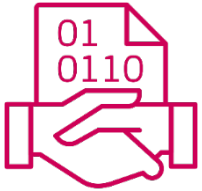
5 **Traveler engagement** must be re-thought

Connecting technology and data towards a competitive advantage

Our vision is to help our customers harness the power of data

Providing a **platform-as-a-service model** that frees you to build what you need quickly.

We **co-innovate with customers** using data and analytics creating new models.



Predicting the future is difficult as it is an experimentation journey. But with our insight, technology and experience, we can help airlines through this transformation and **succeed together**.

Thank you!

Find out how to get more value for your business from Data Analytics at our **Travel Intelligence Kiosk** at the Technology Track.

amadeus

Customer Flow & Data

- Jeff Hickey

  Software Engineering Manager, Alaska Airlines

- Matt Hahnfeld

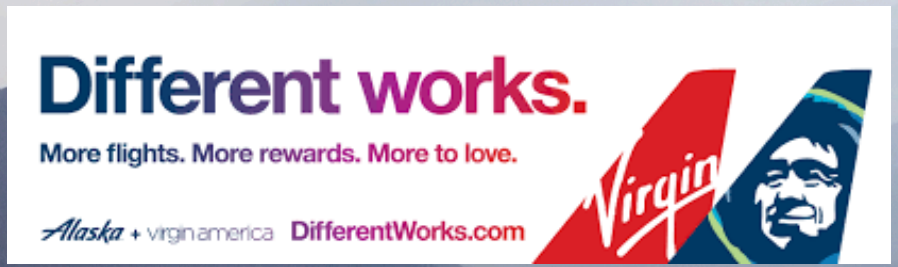
  Software Engineering Manager, Loyalty & Revenue Management, Alaska Airlines

Customer Flow and Data

Creating Remarkable Moments for Alaska's Guests

Jeff Hickey, Engineering Manager
Matt Hahnfeld, Engineering Manager

What up Alaska?



Alaska AIRLINES

Our Purpose.

Create an Airline People Love.

Digital

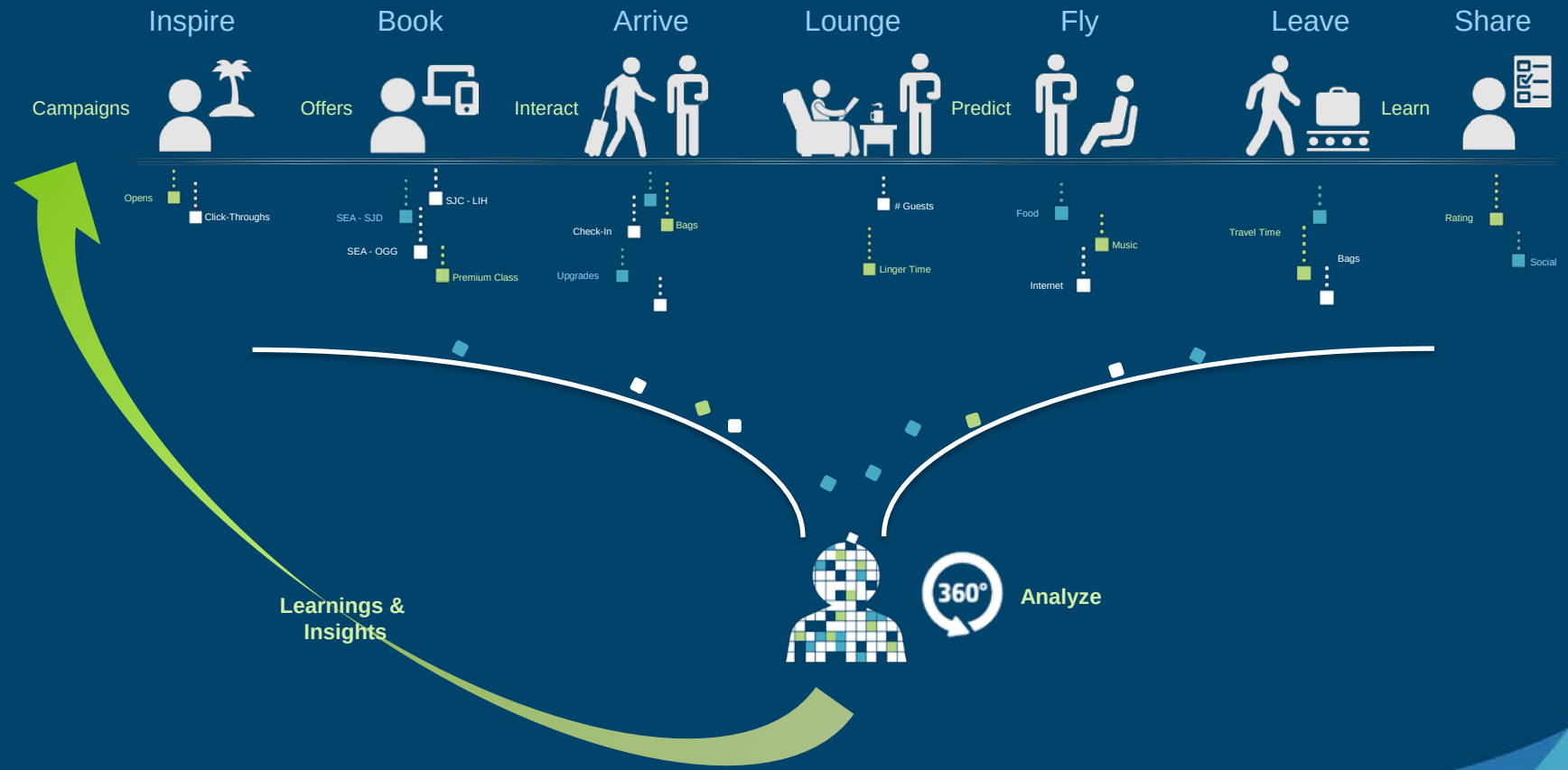
Alaska AIRLINES

“Traditionally, analysts spent a lot of time developing reports for management to show them the things they already know. Big Data is all about using the company’s information to solve problems.”

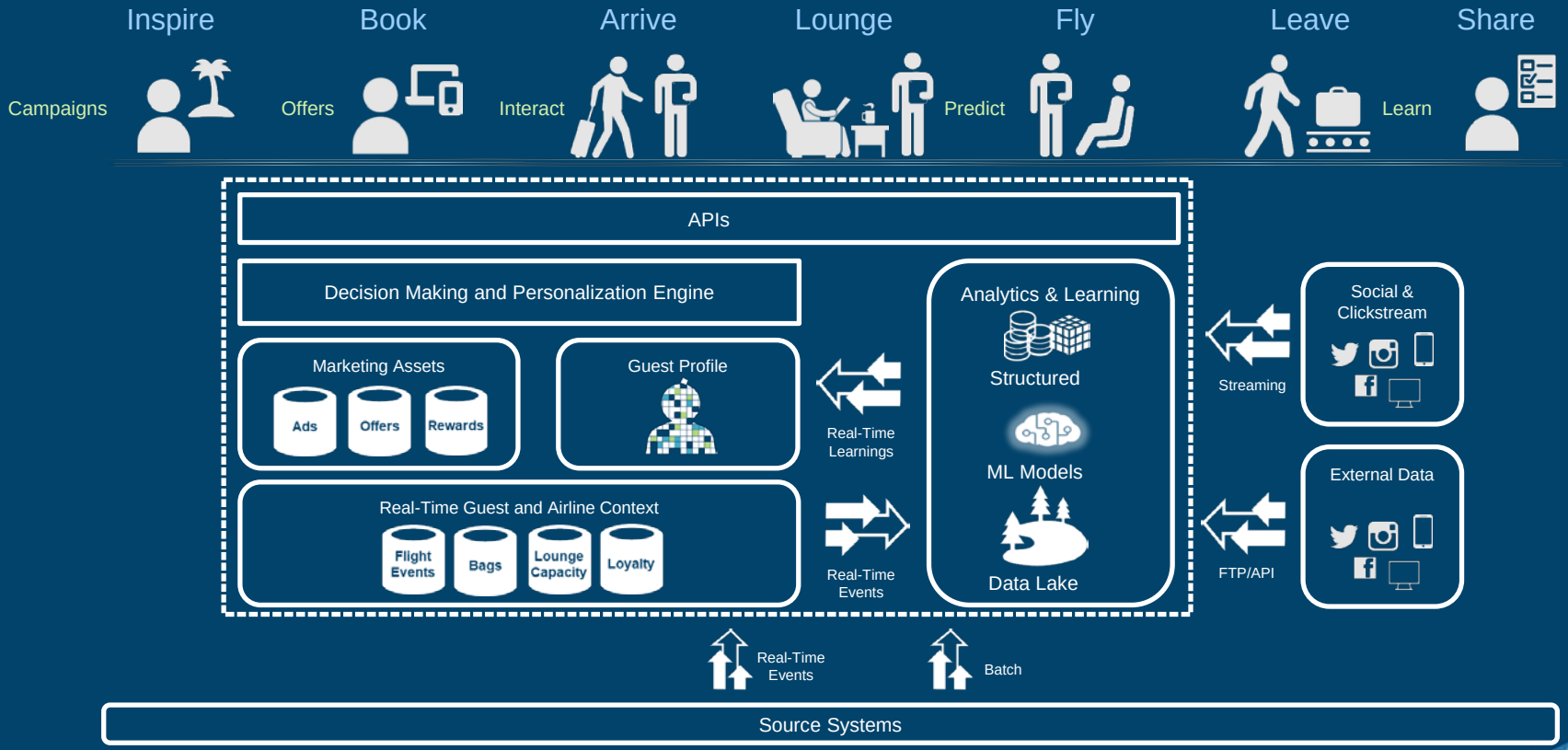
– Alaska Analyst

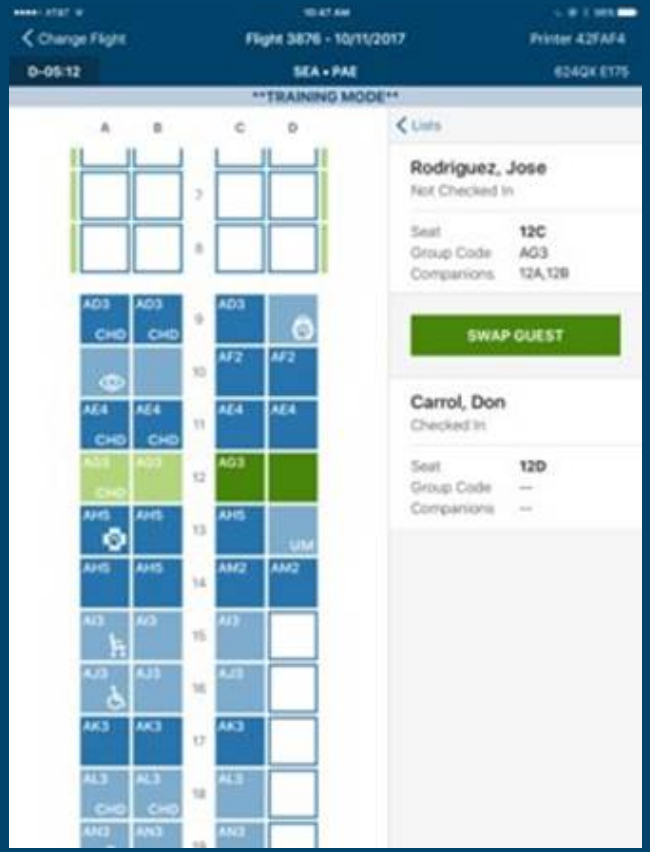
Source: Alaska Airlines

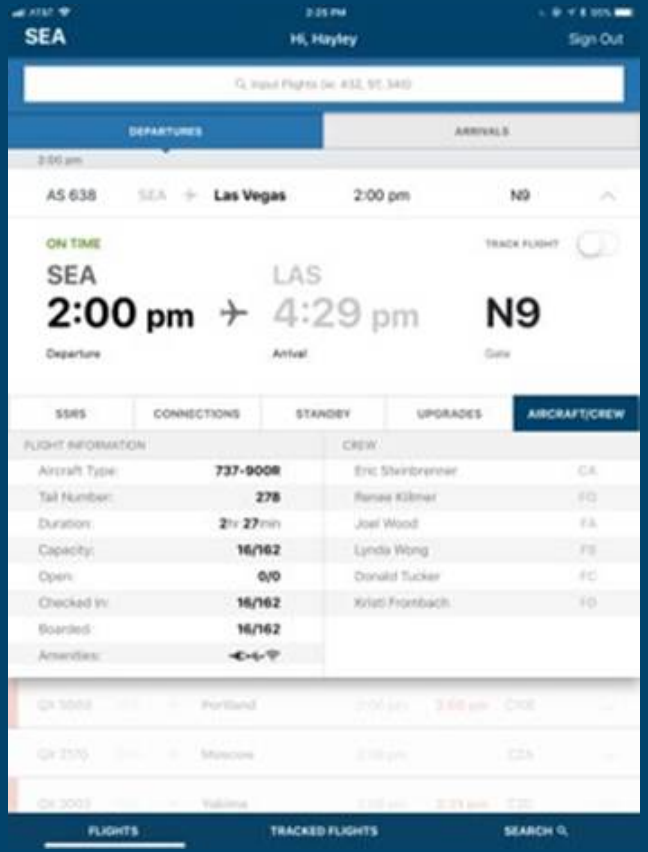
Remarkable guest experiences.



Remarkable guest platform.







Thank you.

jeff.hickey@alaskaair.com
matt.hahnfeld@alaskaair.com

Future of Technology

Slido.com #ADSTECH

Moderator

- **Juan Ivan Martin**, Head, Innovation, IATA

Panelists

- **Didier Mamma**, Global Head of Commercial for Travel Intelligence, Amadeus IT Group
- **Rob May**, CEO Talla
- **Brendan McKittrick**, CTO Accelya
- **Ramki Ramaswamy**, VP IT, Jetblue
- **Matt Hanhfeld**, Software Engineering Manager, Alaska Airlines
- **Pierre-Yves Bénain**, Portfolio Head e-Aircraft, Strategy & Marketing, Sitaonair

Wrap-up and Closing

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Networking Lunch