

IATA

AIRLINE

INDUSTRY RETAILING

SYMPOSIUM

Bangkok, Thailand
29-31 October 2019

AGENDA

Host Airline



IATA

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PROGRAM AT A GLANCE

	MONDAY 28 OCTOBER		TUESDAY 29 OCTOBER	WEDNESDAY 30 OCTOBER	THURSDAY 31 OCTOBER
AM	DAC Meeting (Distribution Advisory Council)	GTEC Meeting (Global Travel management Executive Council)	The big picture	What strategy for aggregation?	The pace of change will only accelerate!
	DAC Meeting (Distribution Advisory Council)	GTEC Meeting (Global Travel management Executive Council)	Airlines and retailing: where do we stand?	What's going on in business and leisure travel?	Which scenarios for tomorrow?
PM	DAC Meeting (Distribution Advisory Council)	GTEC Meeting (Global Travel management Executive Council)	Creating relevant offers	Towards a new world with a new architecture	
	Executive Summit (by invitation only)		Payment is part of the product	What is the future of interlining?	
EVENING EVENTS			AIR Symposium Welcome Reception	AIR Symposium Networking Dinner	

Industry Meetings	}	By invitation only	
AIR Symposium Sessions		}	Open to all
Networking Events			

C-Level speakers and delegates

Startup Sphere and all-star lineup of exhibitors

Breathtaking Networking Dinner on Chao Phraya River

Highly interactive sessions

Innovation spotlights throughout the agenda



■ Keynote ● Panelist ○ Moderator

09:00
11:00

The big picture

09:00 - 09:10	<p>AIR SYMPOSIUM GRAND OPENING</p> <p>From the World Passenger Symposium to the Airline Industry Retail Symposium. Listen to Aleksander Popovich talk about the state of the industry and the innovation roadmap in the areas of distribution and finance.</p>	<p>■ Aleksander Popovich, SVP Financial and Distribution Services, IATA</p>
09:10 - 09:20	<p>WELCOME TO THAILAND</p> <p>Opening ceremony and welcome address from Thailand's Permanent Secretary of the Ministry of Transport.</p>	<p>■ Chaiwat Thongkamkoon, Permanent Secretary, Ministry of Transport Thailand</p>
09:20 - 09:30	<p>WELCOME ADDRESS FROM OUR HOST AIRLINE</p> <p>Opening ceremony and welcome address from Thai Airways' CEO</p>	<p>■ Sumeth Damrongchaitam, President Thai Airways</p>
09:30 - 10:10	<p>CUSTOMER NEEDS & TRENDS AND INDUSTRY DIGITAL READINESS</p> <p>What are the trends in retailing over the next 5 years? How will customer behaviors change and what will the customer value? Travelers are embracing digital but are airlines ready to meet this demand? What is their digital readiness?</p>	<p>■ Henry H. Harteveltdt, President/Travel Industry Analyst, Atmosphere Research</p> <p>■ Jonathan Keane Global Industry Lead – Aviation, Accenture</p>
10:10 - 10:25	<p>THE 2025 VISION</p> <p>What will the customer experience look like in 2025?</p>	<p>■ Eric Leopold, Director Transformation, Financial and Distribution Services, IATA</p>
10:25 - 11:00	<p>OUR INDUSTRY RETAILING PRIORITIES</p> <p>Hear from the Chairs of the newly formed Distribution Advisory Council, Financial Advisory Council and Digital Transformation Advisory Council, as well as IATA Corporate Secretary leading the overall IATA Strategy, what direction airlines senior Commercial, Financial and Digital leaders give to IATA and the industry regarding distribution and retailing strategies.</p>	<p>● Tamur Goudarzi Pour, SVP, Revenue Management & Distribution, Lufthansa Group Hub Airlines</p> <p>● Michael Doersam, SVP Group Finance, Emirates Group</p> <p>○ Eric Leopold, Director FDS Transformation, IATA</p>

11:00 - 11:30

Networking Break



11:30
12:50

Airlines and retailing: where do we stand?

11:30 - 11:50	<p>THE JOURNEY TO RETAILING - WHERE ARE WE?</p> <p>Hear what has happened during the last 12 months around this journey to retailing. How are the Airline "Leaders" progressing? What is working well, where do the challenges lie? How are other value chain players engaging?</p>	<p>■ Yanik Hoyles, Director Industry Distribution Programs, IATA</p>
11:50 - 12:10	<p>RETAIL PERSPECTIVES FROM A FULL SERVICE ASIAN CARRIER</p> <p>Last year Singapore Airlines confirmed their journey towards Airline retailing and their buy-in to the NDC 2020 target. So, what's happened since?</p>	<p>■ Campbell Wilson, SVP Sales and Marketing, Singapore Airlines</p>

11:30
12:50

Airlines and retailing: where do we stand?

12:10 – 12:30

RETAIL PERSPECTIVES FROM A EUROPEAN AIRLINE GROUP

They were the first to aspire to their "Freedom of Distribution" over 4 years ago now. Where are they on their journey and what is their end vision?

■ **Tamur Goudarzi Pour**, Senior Vice President Revenue Management & Distribution, Lufthansa Group

12:30 – 12:50

RETAIL PERSPECTIVES FROM A NORTH AMERICAN AIRLINE

Hear from American Airlines . They were no doubt the first to embark on an NDC journey and they continue to offer new products and services to their customers.

■ **Cory Garner**, Vice President, Sales and Distribution Strategy, American Airlines

12:50 - 14:20

Networking Lunch



14:20
16:20

Creating relevant offers

14:20 - 14:35

INDUSTRY CASE FOR CHANGE FOR DYNAMIC OFFERS

The industry is slowly maturing to Dynamic Offer in context of NDC and ONE Order with some airlines aspiring to move beyond Booking Class and pre-filled products. Hear the latest trends, the challenge to overcome and the industry opportunities.

■ **Dieter Westermann**, VP Revenue Management, Etihad Airways
 ■ **Sebastien Touraine**, Head Dynamic Offers, IATA

14:35 – 14:50

AN AIRLINE VIEW TOWARD DYNAMIC OFFER

The Lufthansa Group's journey to Dynamic Offering.

■ **Christian Popp**, Head of Distribution and Revenue Management Strategy and Business, Lufthansa Group

14:50 - 15:25

ARE VENDORS RE-INVENTING THEMSELVES?

Offer Management Engines – the next chapter in Revenue Management?

● **Surain Adyanthaya**, Senior Vice President of Strategy, PROS
 ● **Meg O'Keefe**, Vice President, Airlines Offer Suite | Airlines Customer Unit – Solutions, Amadeus
 ● **Manish Nagpal**, VP Global Sales Engineering, Farelogix
 ● **Tom Gregorson**, Chief Strategy Officer, ATPCO
 ● **Bryan Porter**, Chief Commercial Officer, OpenJaw Technologies
 ○ **Daniel Friedli**, Managing Director, Travel in Motion

15:25 – 15:40

PROJECT ROBOT – AIR THINK TANK 2019

How to tackle the scalability challenge and address look to book ratios in the shopping and offer creation processes.

■ **Erik Stogo**, Director PreTravel Solutions, United Airlines
 ■ **Andrew Webster**, Digital Business Transformation Manager – Shop Order Pay, International Airlines Group

14:20
16:20

Creating relevant offers

15:40 – 16:20

CREATING RELEVANT OFFERS: A WIN-WIN SCENARIO FOR AIRLINES AND CUSTOMERS

How differentiated offers and merchandising can benefit both airlines and customers? What are the challenges to solve to enable total Offer Management? How to leverage contextualized shopping data to create relevant offers? What are the business rationals behind Dynamic Offer? Hear from a panel of airlines what are their aspirations for the future.

- **Amit Khandelwal**, DVP – Inventory, Revenue Steering and Distribution, Emirates
- **Patricia Hwang**, General Manager Sales and Distribution, Cathay Pacific
- **Dieter Westermann**, VP Revenue Management, Etihad Airways
- **Rogier van Enk**, Vice President Digital Revenue & Distribution, Finnair
- **Sebastien Touraine**, Head Dynamic Offers, IATA

16:20 – 16:50

Networking Break



16:50
18:05

Payment is part of the product!



16:50 – 17:15

DISRUPTION IN PAYMENT, LEARNINGS FROM ASIA

Hear about the development of many new forms of payment in Asia (AliPay, WeChatPay, PayTM, ...) Learn what have been the impact on the user experience, benefits, products offering, acceptance rate, ... What are the key takeaways, benefits and drawbacks compared to other payment methods?

- **Joseph Chan**, Founder and CEO, AsiaPay Group

17:15 – 17:30

GLOBAL PAYMENT TRENDS AND VISION FROM IATA

What is the airline industry vision for payment? IATA has been gathering feedback from airline experts in both finance and commercial areas, and will present the critical dimensions of payment in airline retail strategies.

- **Thierry Stucker**, Director Industry Payment Programs, IATA

17:30 – 18:00

GLOBAL PAYMENT TRENDS AND VISION FROM THE VALUE CHAIN

Hear airlines and payment providers discuss the impact of new payment methods, as they are increasingly becoming more instant, digital and mobile. More than anything else, demand and expectations for payment methods are extremely diverse depending on consumer generations, and geographies. How to overcome this challenge for global companies.

- **Joseph Chan**, Founder and CEO, AsiaPay
- **Tina Larson**, Managing Director, Sales Analytics, Distribution & Planning, Hawaiian Airlines
- **Campbell Wilson**, Senior Vice President, Sales & Marketing, Singapore Airlines
- **Tammy Weinbaum**, Executive Vice President, Global Client Group, Global Merchant & Network Services, American Express
- **Pascal Burg**, Director, Edgar, Dunn & Company

18:00 – 18:15

LEVERAGING PREDICTION TECHNOLOGY FOR PAYMENT AND OFFERS

The same technology that instantly predicts post-travel repayment performance can also be used to predict purchasing of seats, insurance, baggage, ground transportation, hotel choice, room type and much more. We are beginning a new era of Dynamic Offer optimization. Predicting willingness to pay will be better than ever.

- **Brian Barth**, Founder & CEO, UpLift

■ Keynote ● Panelist ○ Moderator

09:00
11:00

What strategy for aggregation?

09:00 – 09:05

OPENING

Two years ago, at the World Passenger Symposium, they each said "we're in"! Now is the time to see the progress... GDS are embracing aggregation...

- **Yanik Hoyles**, Director Industry Distribution Programs, IATA

09:05 – 10:05

GDSs ARE LIVE! – SO WHAT?

Two years ago, at the World Passenger Symposium in Barcelona, they each said "we're in"! Now is the time to see the progress as GDSs become true aggregators... And by the way, what does this mean for one of the largest incumbents, Travelfusion, who sees fierce competition on the horizon?

- **Gianni Pisanello**, Vice President NDC-X, Amadeus
- **Ian Heywood**, Global Head of Product and Marketing, Travelport
- **Kathy Morgan**, VP NDC, Sabre
- **Moshe Rafiah**, CEO, Travelfusion
- **Dave McEwen**, Director Industry Architecture, IATA

10:05 – 10:35

HOW ABOUT THE CHALLENGERS? WHERE DO THEY STAND?

New entrants will demonstrate that there are also other solutions out there. They will showcase their aggregation technology and also share tips and challenges they face when attempting to enter this eco system.

- **Jorge Diaz**, CEO & Founder, AirGateway
- **Steve Domin**, CEO and Co-Founder, Duffel
- **Lucy Illidge**, Commercial Strategist, Kyte
- **Shaunelle Harris Drake**, Head Implementation Industry Distribution Programs, IATA

10:35 – 11:00

HELLO FACEBOOK! WHAT ARE YOUR PLANS FOR TRAVEL RETAILING?

Social media networks and GAFAs play already an active role to connect travel companies and consumers through customer service channels, is Facebook planning to go beyond that?

- **Michael Shafrir**, Industry Manager Travel, Facebook
- **Kat Morse**, Project Manager Innovation, IATA

11:00 – 11:30

Networking Break

11:30
14:55

What is going on in business and leisure travel?

11:30 – 11:50

A NEW KID ON THE BLOCK?

3 years old, \$481.5M in funding and a \$4bn valuation.. What's so special?

- **Danny Finkel**, VP of Booking Experience and Supplier Strategy, TripActions

11:50 – 12:25

LET'S TALK BUSINESS TRAVEL RETAILING!

Let's have a discussion about these different strategies, and also what messages they have for their value chain partners, as well as their customers.

- **Gloria Slethaug**, CEO, Connexus Travel
- **Scott Ward**, Global Head of Partnerships, CTM
- **Danny Finkel**, VP of Booking Experience and Supplier Strategy, TripActions
- **Caroline Strachan**, Managing Partner, FESTIVE ROAD

12:25 – 12:45

HOW TO BECOME ONE OF THE BEST RETAILERS IN THE WORLD, STARTING FROM NORTH ASIA?

Come and hear about the Ctrip approach to travel and retailing and how their focus on the customer has driven them to be recognized as one of the most successful "travel retailers" in the world?

- **Xing Xiong**, EVP, CEO of Flight Ticket Group, Trip.com Group

11:30
15:05

What is going on in business and leisure travel?

12:45 – 13:05

MOBILE ONLY – IS THIS THE FUTURE?

Listen to the unique - and very successful - mobile only vision Hopper have of Air travel. They will also share how they see technology and digitization further revolutionizing Air travel.

- **Dakota Smith**, Chief Strategy Officer, Hopper

13:05 – 14:35

Networking Lunch



14:35 – 15:05

SO WHAT DOES THE CONSUMER FEEL ABOUT ALL THIS?

Hear views from those at the other end of the value chain: where do they see value in airline retailing? Do they see opportunities, or is it more cost and confusion? How will travelers react to more choice, transparency, contextualized selling, personalization etc. What does the buyer think? How are customer behaviors evolving?

- **Diane Lundeen Smith**, Global Travel Sourcing Manager, Microsoft
- **Prashanth Kuchibhotla**, Global Airline Program Manager, McKinsey
- **Why Han TAN**, Regional Director, KAYAK
- **Caroline Strachan**, Managing Partner, Festive Road

15:05
16:55

Order Management – The backbone to true retailing

15:05 – 15:20

WHERE IS "THERE" AND HOW TO GET THERE?

Full Order Management: what's the end game value proposition for the Customer, the Airline and what are the different streams to get there and with what value?

- **Oana Savu**, Senior Manager, Industry Distribution Programs, IATA

15:20 – 15:30

A SNAPSHOT FROM A ONE ORDER IMPLEMENTATION – A EUROPEAN VIEW

Hear from LH Group who will present their live pilot and share their views on the Transition Study.

- **Christian Popp**, Head of Distribution and Revenue Management Strategy and Business, Lufthansa Group

15:30 – 15:40

A SNAPSHOT FROM A ONE ORDER IMPLEMENTATION – A NORTH AMERICAN VIEW

Hear from United Airlines who will represent their live pilot and share their views on the Transition Study.

- **Soumit Nandi**, Managing Director, Customer Technology, United Airlines

15:40 – 16:15

WHICH IS THE BEST PATH AND WHERE IS THE VALUE?

United and Lufthansa Group will be joined by other players and will discuss the different challenges they have faced, both from an airline as well as an industry point of view. They will also discuss generic features around the business opportunity that lies in this transformation.

- **Soumit Nandi**, Managing Director, Customer Technology, United Airlines
- **Christian Popp**, Head of Distribution and Revenue Management Strategy and Business, Lufthansa Group
- **George Khairallah**, CEO, JRTechnologies
- **Bryan Koh**, Divisional VP E-Commerce and Distribution, Singapore Airlines
- **Stephane Lecourtois**, Director, Airlines Solutions, NDC & Order Management, Amadeus
- **Oana Savu**, Senior Manager, Industry Distribution Programs, IATA

15:05
16:55

Order Management – The backbone to true retailing

16:15 – 16:55

BETTER TOGETHER: DIGITAL RETAILING IN ALLIANCES AND JOINT VENTURES

How are the three alliance groups evolving to support digital retailing? What is the future role of alliances and how will they add value to customers and to member airlines? Hear from the leaders of the alliances on their views on the future of interline, and their plans to bring new interline models to life.

- **Kristin Colvile**, CEO and Managing Director, Skyteam
- **Rob Gurney**, CEO, Oneworld
- **Henry Coles**, Head Airlines Distribution Standards, IATA

16:55 – 17:25

Networking Break



17:25
18:25

The future of interlining

17:25 – 17:55

PARTNERSHIPS FOR TRANSFORMATION

Two different partnerships newly created to provide more choices with best of breed.

- **Anne-Flore Agard**, Vice President; Head of Manufacturing, Retail & Transport Market – France; Head of Global Airlines Market, Atos
- **George Khairallah**, CEO, JRTechnologies
- **Eva-Maria Roe**, Head of Airlines Solution, IBU Travel & Transportation, SAP
- **Surain Adyanthaya**, Senior Vice President of Strategy, PROS

17:55 – 18:05

OPENING THE PLAYING FIELD

Learn how IATA member airlines have developed a new framework for future-proofed interline using Retailer and Supplier concepts, and how this will open the interline model and support new products and services for customers, and new opportunities for airlines.

- **Henry Coles**, Head of Airline Distribution Standards, IATA
- **Andrew Webster**, Digital Business Transformation Manager – Shop Order Pay, International Airlines Group

18:05 – 18:15

NDC INTERLINING IS HERE!

Hear from a large network airline who is trialing Offer and Order based interlining using NDC and ONE Order standards and the new interline framework of Retailer and Supplier.

- **Sébastien Nicolas**, Manager, Revenue Management and Pricing, Lufthansa Group
- **Nick Stott**, Solution Architect, Edelweiss Air

18:15 – 18:25

PROJECT LEMONADE – AIR THINK TANK 2019

How will the new retail landscape unlock barriers to provide a much better service to customers, especially in the case of disruption?

- **Timmo Rol**, Chief Technology Officer, Corporate Travel Management
- **Herve Prezet**, Head of Industry & Expertise, Amadeus
- **Rogier Van Enk**, Vice President Digital Revenue & Distribution, Finnair

19:30
23:30

Networking Dinner

Sponsored by



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■ Keynote ● Panelist ○ Moderator

09:00
10:20

The pace of change will only accelerate!

09:00 – 09:30

AGILITY MAKES YOU BETTER!

As you become agile, it helps you become successful, and wise at the same time. Agility actually makes you better! Hear the perspective of this major LLC in Asia about change, innovation and speed.

■ **Frederic Ducros**, Group Chief Transformation Officer, Air Asia

09:30 - 10:00

INDUSTRY INNOVATION and ACCELERATE @ IATA

Hear how IATA supports airlines to become better retailers in today's digital world, by pushing innovation forward and accelerate industry transformation. We do this by connecting pioneering players, know-how, tools and an innovative spirit. In partnership with a PlugAndPlay, IATA is launching the 1st industry owned travel tech accelerator program. Hear what is the value of an industry accelerator program for every stakeholders.

- **Amir Amidi**, Managing Partner, Travel and Hospitality Center of Innovation, Plug and Play
- **Andrew Webster**, Digital Business Transformation Manager, Shop Order Play, IAG
- **Tim Rogers**, Head of Airline Partnerships, Duffel
- **Jonathan Newman**, CCO, Caravelo
- **Kat Morse**, Project Manager Innovation, IATA
- **Stephan Copart**, Head of Projects and Innovation, IATA

10:00- 10:10

PROJECT TRULYME – AIR THINK TANK 2019

Learn about the project TrulyMe exploring the feasibility of smart travel objects to share key information about travel, allowing travelers to choose to reveal personal data and most up to date preferences to airlines, hotels and merchants of their choice.

- **Akira Mitsumasu**, Vice President Global Marketing, Japan Airlines
- **Jesko Neuenburg**, MD Aviation, Seabury Consulting
- **Brian Lewis**, CTO, OpenJaw Technologies
- **Marie Masserey**, Head Industry Architecture, IATA

10:10 – 10:20

TRANSFORMING AIRLINE RETAIL IN A WORLD OF DATA AND AI

How AI-based personalized pricing and offers can leads to higher conversions & revenue.

■ **Rob Ranieri**, VP & Global Industry Offering Leader Transportation Industries, IBM

10:20 – 10:50

Networking Break



○ C-Level speakers and delegates

■ Startup Sphere and all-star lineup of exhibitors

● Breathtaking Networking Dinner on Chao Phraya River

■ Highly interactive sessions

■ Innovation spotlights throughout the agenda

10:50
12:25

Which scenarios for tomorrow?

10:50 – 11:15	A NEW 'SELLER' LANDSCAPE? Hear how airline retailing could unlock a realm of new sellers - from current retailers diversifying their offers to brand new channels ... is this another disruption about to happen?	■ Miranda Cole , Partner, Covington & Burling LLP
11:15 – 11:35	VIEWS FROM A FINANCIAL ANALYST What new opportunities and risks exist for the airlines and intermediaries as the market evolves?	■ Neil Glynn , Managing Director, Head of European Transport Equity, Credit Suisse
11:35 – 11:55	WHERE IS THE VALUE IN AIRLINE RETAILING? Hear an independent assessment of the potential impact and implications for the airline industry as they embark on this journey to retailing. This will include scenarios for adoption and quantify the potential bottom-line impact for different segments of airlines.	■ Nina Wittcamp , Associate Partner, McKinsey & Company
11:55 – 12:25	CLOSING REMARKS & AIRS 2020 ANNOUNCEMENT	■ Aleksander Popovich , SVP Financial and Distribution Services, IATA

By the Industry, for the Industry!

<p>75+ Individual airlines represented at the symposium</p>		<p>98% Of past attendees stated that they would recommend the event to a peer</p>		<p>500+ Delegates from 45+ countries, representing the entire value chain</p>
	<p>20+ Exhibitors presenting the latest innovations in Airline Retailing</p>		<p>1 Plenary session so you don't miss anything!</p>	

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Airlines @ AIRS in 2018

Aegean Airlines	IAG (International Airlines Group)
Aeroflot	Iberia
Air Algerie	Icelandair
Air Canada	InselAir
Air Europa	Japan Airlines
Air France	JetBlue
Air France - KLM	KLM Royal Dutch Airlines
Air Italy	Korean Air
Air New Zealand	Latam Airlines Group
Air Serbia	LOT Polish Airlines
Air Transat	Lufthansa
Airtaly	Luxair Luxembourg Airline
Alaska Airlines	Malaysia Airlines
Alitalia	Middle East Airlines
American Airlines	Norwegian Air Shuttle
ANA	Nouvelair
Answair	Pegasus Airlines
Austrian Airlines AG	Philippine Airlines
Avianca	Qatar Airways
Bahamas Air Holdings Ltd.	Rossiya Airlines
Belavia-Belarusian Airlines	Royal Jordanian Airline
Blue Panorama Airlines	SATA - Azores Airlines
British Airways	Saudia
Brussels Airlines	Scandinavian Airlines
Caribbean Airlines	Singapore Airlines
China Airlines	SkyTeam Airline Alliance
China Southern Airlines	South African Airways
Copa Airlines	Southwest Airlines
Croatia Airlines	Swiss International Airlines
Delta Air Lines	Swoop
Egyptair Airline	TAP Air Portugal
El Al Israel Airlines	Thai Airways International
Emirates Airline	Turkish Airlines
Etihad Airways	United Airlines
Finnair	UTair Airlines
Hahn Air Lines	Virgin Atlantic
Hawaiian Airlines	Virgin Australia
	Yemenia- Yemen Airways

Companies @ AIRS in 2018

2e Systems	JR Technologies
AARON GROUP	Kiwi.com
Abbit	Lufthansa Systems
ABTA - The Travel Association	MagTek
Accelya	Maureva
Accenture	McKinsey & Company
Advantage Focus Partnership	Mel Maclaine
Aerwise Consulting GmbH	MTCH AG / Hotelplan Suisse
Affirm Inc.	Newtour
Air Black Box	nuTravel Technology Solutions
Airlines For America	nywhr.com
Airlines Reporting Corporation	Ohio State University
Airlines Technology	One World
Alliance Safaris And Travel	OpenJaw
Amadeus	Optiontown
Amadeus Payments	Oracle
Amazon Web Services	Ord Minnett
American Express	Peakwork AG
American Express GBT	PKFARE.com
Answair	Plug and Play Tech Center
APG INC	Plusgrade
App in the Air	Portaltech Reply
ARC	Priceline
Atmosphere Research	PROS, Inc
ATPCO	Reed and Mackay
AV Staff	Reise
AXESS International Network Inc.	Riskified Ltd
BBC	Routehappy by ATPCO
Berg-Hansen	Sabre
Capita Travel and Events	SAP
Caravelo	SAP Concur
Carlson Wagonlit Travel	Seabury Consulting
CellPoint Mobile	Serko Limited
Chargebacks911	Sia Partners
China Civil Aviation	Sirena-Travel
Cirraviva	SITA
Clarity	Sketchy Solutions
Concardis GmbH	Skylink Voyages inc
Connexus Travel Ltd	STA Travel
Continent Express	STRATACONNEX
Conzant	Switchfly
Corporate Travel Management	T2RL
CRYSTAL SYSTEM SRL	TailWind Airline Consulting
Cvent	Terrapinn
Datalax	The Boston Consulting Group
Datatrans AG	ThinkINk
Deutsche Bank	Trave and Transport
DRF - Denmark	Travel In Motion
DXC Technology	Travel Leaders Group
ECR Retail Systems	Travefusion
ECTAA	Travelliance
Edgar, Dunn & Company	Travelport
EdreamsOdigeo	Travelsky Technology Limited
Egencia	Triometric
Expedia	TripActions
Farelogix	TUI Group
FCM Travel Solutions	UATP
FESTIVE ROAD	UpLift, Inc.
Fexco	Uvet Global Business Travel SpA
FlightGlobal	Verteil Technologies Private Ltd
FLYLA GmbH	Viagens Abreu
FlyNava Technologies	WTAAA
Google	XXL Solutions GmbH
GTMC	
IBAR - Italian Board Airline Representatives	
IBM Japan	
IBS Software Services	
Imagin8ion	
Indra	
INFINI TRAVEL INFORMATION, INC	
Ingersoll Rand	
InteRES	
ISO Software Systeme GmbH	

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By the Industry, for the Industry

Delegate Sound Bites - 2018 Edition

"This was a great event: overall quality of content was excellent, it gave a very good and broad overview of all topics involved in new distribution."

"The networking facilities are very valuable and the organization of the whole event has been seamless. Congratulations!"

"I was delighted to attend this year's event. Great content and contacts on NDC in particular."

"Very instructive event."

"Keep up the good work! Embracing all the ecosystem and supporting collaboration is a big cultural shift."

"It is my first time attending – a great learning opportunity!"

"Keep it on!"



**See you in
Bangkok!**

Host Airline

