

CityJet Modernizes Airport and Ground Handling Processes with iPort Departure Control System from Travelport and Res2

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Travelport, a travel commerce marketplace providing distribution, technology, payment and other solutions for the \$7 trillion global travel and tourism industry, and Res2 BV, a leading airline IT developer focused on airport handling solutions, today announced that Dublin-based regional airline CityJet has deployed the iPort DCS across its full European network. The Web-based and fully graphical departure control system developed by Travelport and Res2 is currently installed in more than 120 airports globally, including the 20 European airports where CityJet operates.

CityJet uses all core components of the iPort DCS suite plus additional modules to achieve the highest levels of efficiency in ground handling and passenger services. The solution performs comprehensive DCS functions, from Internet and kiosk passenger check-in to airline ancillary sales, passenger boarding, aircraft load control and flight information messaging. Across all of these touch points and channels, the solution uses a single point of access for passenger data to ensure consistent views and passenger experiences. Sales applications also enhance passenger service and convenience.

According to CityJet CEO Christine Ourmières, “We chose iPort because we wanted a new generation DCS that streamlines the check-in process. iPort is a proven solution and the Res2 and Travelport relationship will be vital as we expand our network. iPort has already improved our performance with direct, positive impact on service and customer satisfaction. Installing iPort across our network plus our new agreement with Travelport to distribute CityJet content through Travelport’s travel commerce platform were important decisions supporting our growth.”

“A growing number of airlines and ground handling companies are discovering that an innovative departure control solution exists, offering simplicity, flexibility and cost efficiency while addressing evolving global airport handling requirements,” said Derek Sharp, Travelport managing director, Global Distribution Sales & Services. “Travelport welcomes CityJet as our newest iPort partner, and we also look forward to helping the airline grow through our travel commerce platform and travel agency partners worldwide.”

“Res2 is pleased to support CityJet’s progressive approach to delivering a differentiated passenger experience in today’s airport environment,” said Hans van Engelen, Res2 chief executive officer. “As the industry’s fastest growing DCS solution, iPort fully automates the check-in process across multiple customer touch points, and its configurable role-based design allows users to define their own business rules and settings across multiple channels.”

iPort's thin-client departure control application and all DCS functions are easily managed and accessed by airline staff anywhere in the world via the Internet. Functions can be

accessed through a broad range of devices, including PCs, terminals, kiosks and tablets. Airlines and passengers have a full range of options built on the same, easy-to-use platform.

GUI Interface: iPort's graphical user interface (GUI) accelerates check-in, reduces keystrokes, eliminates errors, cuts customer wait times, saves time and money, and reduces training time by up to 75 percent, all resulting in greater operational efficiency and passenger satisfaction.

Load Control: Advanced load control capabilities integrate with the DCS to simplify aircraft load planning. Through instant feedback, flight dispatchers are able to make real-time adjustments as passengers check in. Pre-populated data fields and drag-and-drop functionality also make load planners more efficient, and reduce errors and delays inherent to manual processes.

CityJet uses added channel solutions to maximize efficiency and service: CityJet employs the [iPort Web Check-In](#) facility to cut the strain and costs of airport handling, lend transparency and ease to passengers, and synchronize check-in via the Internet with other iPort processes. The [iPort CUSS Kiosk](#) application connects CityJet's iPort system to all Common Use Self-Service (CUSS) airport kiosks that adhere to IATA CUSS standards. The [iPort iSales](#) module gives CityJet unique technology for selling ancillary services during the passenger check-in process, such as baggage fees, extra seating, special meals and other ancillary items.

Airline Partner Benefits: Beyond its advanced platform and functionalities, iPort provides significant benefits to airlines and their partners. Its integration with the [Travelport E-Ticket Interchange and Travelport Check-in Interchange](#) provides immediate access to interline e-ticket and through check-in partners, including airlines and ground handling companies. Fast, seamless iPort implementations allow partners to realize immediate benefits. iPort is also platform-independent to give airlines and ground handling companies significant flexibility, regardless of their existing technology platforms or host systems.

About Res2 and iPort (www.iport.aero/about-res2.html)

Res2, based in De Meern, The Netherlands, was formed to create a 'nextgen' airline departure control system (DCS). The project development team is a mix of experienced in-house airline IT professionals, newcomers, and airline IT specialists from U.S.-based partner Travelport. This set-up has resulted in a development process that combines solid analysis with an agile method of development - the best of both worlds.

iPort combines extreme user-friendliness with excellent reliability, without losing sight of performance and latency requirements. The iPort suite provides extended passenger services through Web and kiosk check-in. It manages all aspects of air travel, from ancillary sales to checkin and boarding, and supports a graphical load control module. The role-based setup provides users with exactly the correct level of authorization for a specific task.

About Travelport

Travelport is the technology company which makes the experience of buying and managing travel continually better. It operates a travel commerce platform providing distribution, technology, payment and other solutions for the global travel and tourism industry. The company facilitates travel commerce by connecting the world's leading travel providers with online and offline travel buyers in a proprietary business-to-business (B2B) travel platform.

Travelport has a leading position in airline merchandising, hotel content and distribution, car rental, mobile commerce and B2B payment solutions. The company also provides IT services to airlines, such as shopping, ticketing, departure control and other solutions. With net revenue of over \$2.5 billion in 2018, Travelport is headquartered in Langley, U.K., has over 3,700 employees and is represented in approximately 180 countries and territories.

About CityJet (www.cityjet.com)

CityJet is renowned for providing convenient, hassle-free travel, combined with award-winning service to popular destinations throughout the UK and Europe. Its extensive network offers a multitude of choices for both business and leisure travellers, with a schedule built around the needs of passengers.

As one of the largest carriers operating out of London City Airport, CityJet offers over 650 flights a week, over 300 of them from this conveniently-located airport. CityJet operates to multiple destinations in the UK, Ireland and mainland Europe from London City Airport, Cambridge Airport and Cardiff Airport.

The airline operates non-stop services from London City to Amsterdam, Antwerp, Avignon, Brest, Brive, Deauville, Dresden, Dublin, Florence, Nantes, Paris-Orly, Rotterdam and Toulon and from Cardiff to Edinburgh, Glasgow, Jersey and Paris-Orly. It also offers direct seasonal flights from Dublin to Brest and Amsterdam to Avignon, Brive and Perpignan.

Fares include all taxes and charges, and our customers enjoy a choice of online, mobile or airport check-in, advance seat assignment, free checked baggage including golf bags, and complimentary beverages and snacks on-board.

For more information, reservations and to check-in online, visit www.cityjet.com

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