

Copa Airlines launches sophisticated new apps with MTT

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The Latin American airline has worked with MTT, a Travelport company and digital travel expert, to revamp its mobile services with new, customer-centric iOS and Android apps in Spanish, Portuguese and English



Copa Airlines {NYSE: CPA}, a subsidiary of Copa Holdings, S. A. and a member of the Star Alliance global network, together with MTT, a Travelport Company and leading provider of digital travel solutions, today announced the launch of the new Copa Airlines apps on iOS and Android. The rejuvenated apps are central to Copa Airlines' wider digital transformation strategy to meet the needs of its increasingly digital savvy customers.

The new Copa Airlines apps, which are available in Spanish, Portuguese and English, have a particular focus on ease of use to ensure wide adoption amongst its millions of passengers in North, Central and South America and The Caribbean. The apps have a slick and speedy check-in flow, interactive seat map, real-time flight status information and other important information such as flight dates and booking references are always close to hand. Loyalty management is another important feature of the app, enabling passengers to access and manage their 'Connect Miles' easily via a personalized dashboard in the app. Further enhancements to the apps are planned in future updates.

"We remain in constant innovation to continue providing the best options for our travellers. As part of our strategy of digital transformation, we seek to modernize our platforms to the easiest way for the client, and together with MTT, the experts in the field, we expect to overturn the traditional travel planning and verification progress, to a more interactive and user-friendly

model” said Marco Ocando, Senior Marketing, E-business, and Communications Director of Copa Airlines.

Also speaking today, David Moran, CEO of MTT said “We are delighted to work with Copa Airlines on the launch of its new mobile apps and customer-focused digital travel strategy. Copa Airlines is a leading Latin American airline with a strong reputation for delivering excellent customer service. It’s been fantastic to work with them to extend their level of commitment to customer service through new sophisticated mobile and digital travel services. I firmly believe they will make travel with Copa Airlines an easier, more connected and more enjoyable experience. We look forward to continuing our ongoing collaboration with Copa Airlines and bringing further digital travel services to their customers.”

About MTT

MTT, part of Travelport Digital, provides an industry-leading digital travel platform and solutions that enable airlines, travel management companies and travel agencies to interact with their customers through sophisticated, tailored, multi-device services at every touch point in the travel lifecycle. With a specialism in creating engaging, revenue-generating apps across smartphones, tablets and wearables as well as supporting services such as day of travel solutions, real-time travel messaging and ancillary upsell, MTT works with some of the largest airline and travel brands worldwide.

MTT provides unrivalled travel industry experience, world-class mobile development, creative design and UX expertise. As a pioneer in mobile travel having first launched mobile bookings for airlines in 2006, MTT has remained a first-mover in this space. MTT’s airline and other travel apps are now used by millions of travellers worldwide every day. Clients include Singapore Airlines, Etihad Airways, Aeromexico, LATAM Airlines, Copa Airlines, easyJet, BCD Travel, Capita Travel and Events, Transavia and eDreams Odigeo. MTT was acquired by Travelport, the leading Travel Commerce Platform provider, in July 2015.

About Copa Holdings, S.A.

Copa Airlines and Copa Airlines Colombia, subsidiaries of Copa Holdings, are leading Latin American providers of passengers and cargo services. The airlines offer service to 74 destinations in 31 countries in North, Central and South America and the Caribbean. During Copa Airlines’ more than 68 years of continuous operations, the Hub of the Americas in Panama has become the leading hub on the continent. Copa operates one of the youngest and most modern fleets in the industry, consisting of 100 aircraft: 14 Boeing 737-700 Next-Generation, 63 Boeing 737-800 Next-Generation and 23 Embraer-190, and has an on-time performance of more than 91 percent, one of the best in the industry. In 2015 Copa Airlines and Copa Airlines Colombia were named the most on-time airlines in Latin America by FlightStats (for the third consecutive year) and by OAG. In addition, Copa received the award for “Best Regional Airline in Central America and the Caribbean” from Skytrax and “Leading Airline in Mexico and Central America” at the World Travel Awards. Copa is a member of Star Alliance, which offers passengers more than 18,500 daily flights to 1,330 airports in 192 countries. To make reservations and seat selection, create a trip log, check in for flights, print boarding passes or purchase tickets through secure online transactions in seven different currencies, visit www.copa.com.

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