



Resolving the challenges of flight disruption

According to FlightStats, on average, 21% of global airline flights were canceled or delayed in the last year.*

Service disruption to your airline can be caused by many things, like unplanned maintenance or situations beyond your control such as inclement weather, security alerts or air traffic congestion. Regardless of the cause, travelers report the most important factors that affect their satisfaction is the speed of your response and how you limit any inconvenience to their journey.

We understand there will be times when flight disruptions are unavoidable. We also know during these times that protecting your brand and securing customer loyalty is vital.

Now with Travelport, you'll be able to transform the way your business performs, automate passenger hotel accommodations and accelerate your response time during irregular operations.

Travelport Resolve is designed to deliver your inconvenienced passengers an industry-first customer experience during a flight disruption. Through our industry-leading solution, Travelport Resolve puts the traveler first, making it easier, faster and more cost-effective to seamlessly manage the manual, inefficient irregular operations (IROPS) process of sourcing and distributing hotel rooms when flights are cancelled or delayed.

"My experience was fantastic! User-friendly and very happy Westin was an option too. This made my day! There was no waiting, no phone calls, and I could book my hotel on my iPhone before I even de-boarded the plane!"

Travelport Resolve
customer testimonial

* Source: FlightStats report. On average 21.2% of "Global Airlines Arrival Performance June 2016 - May 2017"

React to disruption with speed and accuracy

If there is a disruption to your service, your customers want to know your airline is taking charge. Travelport Resolve can immediately communicate with passengers after an itinerary change, sending hotel accommodation options in the area. Through its automated system, passengers can quickly select and book their preferred hotel. In turn, their frustration is lowered knowing your airline is working to resolve their accommodation needs.

- Automate mobile notifications to passengers, enabling them to book their own rooms online
- Reduce airport queues for information, improving the passenger experience
- Deliver meal and transportation vouchers conveniently to your passenger's mobile device
- Issue airline branded communications
- Maintain reputation management for your brand

Automate operations to improve customer experience

When a delay or cancellation occurs, Travelport Resolve gives your airport teams the tools and information they need to streamline the process and deliver cost-efficient and informed customer care. As your airline system updates your passenger's journey plan, they'll receive hotel options to reserve a room directly on their mobile device.

- Flexibility to update yourself or allow Travelport Resolve to automatically determine a passenger's eligibility for hotel offers and overnight accommodation
- Capability to message your passengers with timely information
- Ability to trigger notifications immediately in the event of a disruption, or cancel notification if the disruption is resolved
- Improved customer experience, enhanced customer loyalty

Get actionable insights from irregular operations

Reporting tools are vital as you analyze the true cost of disruption to your business and identify improvements you can make to your service in the future. Using Travelport Resolve's intuitive graphical dashboard, you can view reports detailing the cause of disruptions, delays per hub, hotel costs and other valuable data.

- Calculate hotel-related costs of the IROP impact with up-to-the-minute access to information
- Evaluate room usage and patterns of Travelport Resolve usage and activity
- Receive data visualization and drill-down reporting

Like many of the powerful solutions on our Travel Commerce Platform, Travelport Resolve is scalable, so your airline has the flexibility to deploy it in one city, one region or roll it out globally.

With Travelport Resolve...

- Say goodbye to long lines of stranded, frustrated passengers waiting to secure a hotel room
- Put an end to your airline staff phoning local hotels for availability, or your traveler arriving at a hotel without a room reservation
- More automated processes, fewer manual tasks
- Access to vital data is available in minutes, not months
- Your customers will know your airline is working to minimize the impact of a flight disruption

If you'd like a demonstration of Travelport Resolve or to learn more, please contact your Travelport representative or visit travelport.com/resolve

