

# Navitaire Navigate: A Game Changing Mobile App for Airline Operations



NAVITAIRE NAVIGATE



Navitaire's newest mobile app, Navigate, helps airline operations agents deliver exceptional service.

Navitaire, a leading provider of technology solutions for the travel industry, has developed a new mobile app that aims to transform the way airline operations agents work. The app, called Navigate, is a solution that enables airline operations agents to perform their tasks efficiently and conveniently using smartphones or tablets.

## From Experiment to Product

Navigate originated in Digital Labs, Navitaire's innovation team. The team set out to explore how mobile devices could enhance the productivity and satisfaction of airline operations agents, as well as provide convenience for travelers. They created a prototype app that allowed agents to check-in and board passengers using mobile devices and tested it with a few airlines.

The prototype app received positive feedback from both agents and travelers who appreciated the flexibility and service it offered. The app also attracted the attention of other airlines and stakeholders, who expressed interest in using it and influencing the evolution of the app's features. As a result, the app's functionality was expanded and the product was branded as Navigate, becoming a fully supported product, with a dedicated team of developers, designers and testers.

## Navigate helps:

- Reduce the need for bulky equipment, paper documents and manual processes: helps save time, money and resources for the airline and the agents
- Improve the customer experience: agents can provide faster and more personalized service to passengers, reducing queues, delays and errors
- Enhance the safety and security of the airline operations: agents can access and verify the identity and travel documents of passengers using barcode scanning
- Increase agent productivity and flexibility: agents can work from anywhere within the airport, switch between tasks and collaborate with other agents and departments through the app
- Maintain airport, operations and business continuity: use mobile cellular backup in the event of wireless connectivity disruption



### What is Navigate?

Navigate is a new mobile app that enables airline operations agents to:

- Check-in passengers
- Scan boarding passes
- Verify travel documents
- Assign seats
- Print boarding passes
- Take payment for unpaid fees
- Scan travel documents such as passports

Navigate integrates with the airline's existing systems and databases providing real-time information and updates on flight status, passenger details, boarding and gate changes.

### A Game Changer Award

Navigate was recognized as a game changer by Amadeus, the parent company of Navitaire. Amadeus hosts an annual award ceremony that honors innovative solutions that have a positive impact on the travel industry. Navigate was selected as the winner in the category of operational excellence, for its ability to improve the efficiency and effectiveness of airline operations agents, as well as the satisfaction and loyalty of travelers.

### The Future of Navigate

- Navigate is evolving and improving, based on the feedback and needs of airlines and their agents
- Navigate is anticipated to soon incorporate handling of baggage, selling of ancillaries, and accepting multiple payment methods, making it a comprehensive and versatile tool for airline operations agents
- Navigate will also support more languages, currencies and regions, expanding its reach and accessibility to more airlines and markets

"I love this – so much simpler"

**Team members in Tampa,  
Charleston, Huntsville and Tulsa  
Breeze**

"Navigate has allowed us to reduce our dependence on fixed workstations and increase our mobility and flexibility. It has also helped us to improve our service quality and customer satisfaction, as we can now go to the traveler and assist them with their needs, rather than making them come to us."

**Amir Bahadoran**  
Sr. Director, IT  
JSX

"Navigate is a game changer because it empowers airline operations agents to deliver exceptional service to travelers, using their own devices and their own initiative. It also demonstrates how Navitaire can leverage its core systems and its innovation culture to create and deploy mobile solutions that meet the evolving needs of the industry."

**Dave Evans**  
CEO  
Navitaire

**Ready to see how Navigate can  
help change your game?**

Contact your account  
manager to get more details and  
to arrange a demonstration.