



CELEBRATING A DECADE OF TRAVEL

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Sabre

2006

Sabre



2016



Sabre

VIDEO




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By 2020, 85% of customer interactions will be managed without a human

Gartner

PERSONALISATION





**In 5 years time we will only
have ONE app – for everything**

SHARING ECONOMY



“Uber, the world’s largest taxi company, owns no vehicles. Facebook, the world’s most popular media owner, creates no content. Alibaba, the most valuable retailer, has no inventory. And Airbnb, the world’s largest accommodation provider, owns no real estate. Something interesting is happening.”

Tom Goodwin, Innovation Guru

THE TRAVELLER

Today:

"I'm inspired by places I see on social media and I use multiple travel websites to find the best itinerary and fare. But how do I know I'm getting the best deal?"

Tomorrow:

"I use my AI personal assistant, Alexa, to shop hundreds of travel options. Alexa already learnt my preferences so I only see options that suit me. It's fast, accurate and I know it's the best price."



Shopping

THE AGENT

Today:

“Our agents use a mix of green screen & graphical, and still need to touch every booking. There’s some automation but could be more seamless. Need to use mobile more to talk to travellers.”

Tomorrow:

“The travel process is fully automated from booking, payment, ticketing to check-in. Chatbots help manage simple activities, allowing agents to focus on value-add activities. Everything is 100% mobile.”



Booking

THE AIRLINE

Today:

“We’re starting to offer value-based personalized offers, but it’s still mostly about seats and bags. There’s also still a lack of technology options on-board aircraft. It’s still very much ‘tech-off’ on board.”

Tomorrow:

“It’s a tech-first experience for passengers – BYOD, with dynamic retailing, food and beverage that’s completely customized for each passenger. We no longer over-cater.”



Air travel

SOLUTIONS AVAILABLE IN NIGERIA TODAY

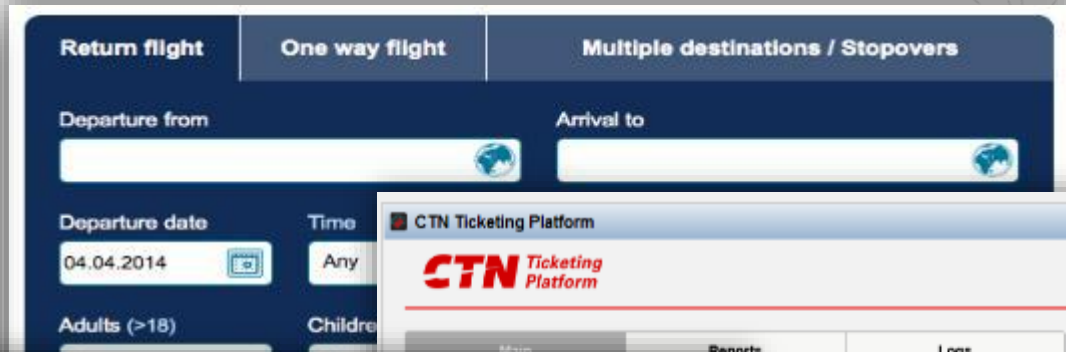
IBE

Report: BSP RECONCILIATION SUMMARY FOR THE MONTH - Aug 2014

Ticket	Ticket Class	Value in BSP	Value in PMS/IF	Difference	Remarks
KTZ					
41533900	30Aug2014	80.45	00.00	80.45	06/08/2014 AMT
4141400	30Aug2014	80.00	80.00	00.00	25/08/2014 BUK
410000000	30Aug2014	80.00	00.00	80.00	25/08/2014 BUK
410000000	30Aug2014	400.00	400.00	00.00	25/08/2014 BUK
410000000	30Aug2014	61.00	61.00	0.00	25/08/2014 BUK
412511000	30Aug2014	420.00	420.00	0.00	25/08/2014 BUK
412511001	30Aug2014	100.00	100.00	0.00	25/08/2014 BUK
412511002	30Aug2014	20.00	20.00	0.00	25/08/2014 BUK
412511003	30Aug2014	100.00	100.00	0.00	25/08/2014 BUK
412511004	30Aug2014	61.00	61.00	0.00	25/08/2014 BUK
Sub Total:		0.00	480.00	480.00	
Grand Total:		0.00	480.00	480.00	

Summary

Report	BSP	PMS/IF	Difference
Report Balance	0.00	480.00	480.00
ATN/AMP	480.00		
IBK	00.00		
BNK	0.00		



CTN Ticketing Platform

CTN Ticketing Platform

Main | Reports | Logs

PCC	Ticketing schema	Balance	Stock	Details
5K1G	BSP	50000.00 UAH	-	Details

Get locator | Get rules | Get CCF

CLEAR | SEND

3 | 2



Back Office

Mobile

Consolidator Network





WHAT NIGERIAN TRAVELLERS REALLY WANT...



SNAPSHOT OF TODAY'S NIGERIAN TRAVELLER

35% have travelled by air
in the past 24 months

Take between **2-3 trips**
abroad per year

Spend an average of
\$2,000 on travel per year

Uses a **range of sources**
for travel inspiration

WHAT PREVENTS NIGERIANS FROM TRAVELLING MORE?

TRAVEL
EXPERIENCE

STRESSFUL

DIFFICULTY
BOOKING

THE FLIGHT ROUTES
ARE TOO COMPLICATED

LACK OF
ROUTES

TOO
EXPENSIVE

DIFFICULTY
GETTING
VISAS

NO DESIRE TO
TRAVEL

SAFE

DON'T FEEL

BIGGEST PAIN POINTS FOR NIGERIAN TRAVELLERS

Main frustrations that can be addressed by technology

55%



Flights I want are unavailable

54%



Prices change before I have made my booking

38%



Check-in is confusing

30%



Takes too long to move through airport

28%



Websites I use to book travel are confusing

27%



Websites I use to book travel crash

AFRICAN UNION PASSPORT: A TRAVEL GROWTH OPPORTUNITY

In 2018, African citizens are eligible to receive the African Union's pan-African passport, eliminating the need to obtain VISAs for travel within the continent. This would result in **24 percent more spent** on air travel.

\$1149
Annual travel spend per
person
TODAY


24%
Increase in travel
spend annually

\$1508
Annual travel spend per
person
AFTER INTRODUCTION OF
PAN-AFRICAN PASSPORT

NIGERIANS WILLING TO SPEND SIGNIFICANTLY ON AIR EXTRAS

99% of travellers willing to spend on ancillaries



1%
no spend



39% would spend
\$51-\$100



19% would spend
\$1-\$50



42% would spend
over \$100

WHAT MOTIVATES NIGERIANS TO CHOOSE AN AIRLINE



Greater comfort on board



Latest technology



Products and services that are tailored towards me individually



Superior customer service

WHAT NIGERIAN TRAVELLERS SPEND THEIR MONEY ON



On-board food and beverage



Fast track security screening



Travel insurance



Preferred seating / extra legroom

VIDEO



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Thank you

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