Airlines and Airports Digital Services 2024 RadarView™
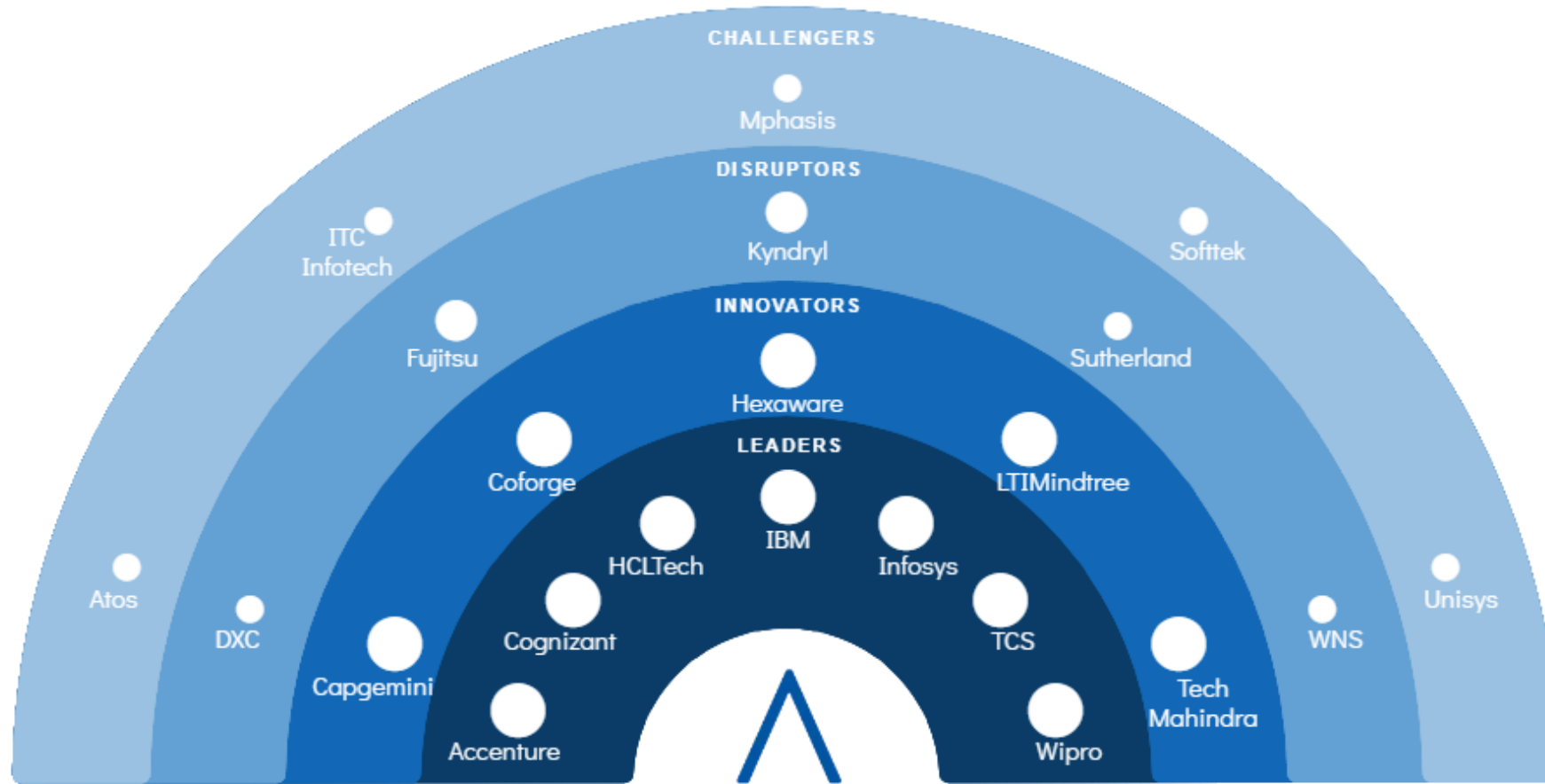
Service Provider Profile

February 2024

Avasant recognizes 22 top-tier service providers supporting the airlines and airport industry in digital transformation

Practice maturity ○ ○ ○

Note: Please refer to Avasant's *Airlines and Airports Digital Services 2024 RadarView* for detailed insights on service providers and supply-side trends.

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Infosys: RadarView profile

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Airlines and Airports Digital Services 2024

Practice maturity ★★★★★

Investments & innovation ★★★★★

Partner ecosystem ★★★★

Delivers a next-gen tailored solution leveraging emerging technologies such as generative AI and the metaverse.

Practice overview

- Practice size: 3,000
- Active clients: 65+
- Delivery highlights: 147 delivery centers

>$100M	20%–40%
Revenue from the A&A segment, FY 2023	Digital revenue share from A&A, FY 2023

Industry-specific solutions/offerings

BagRunner Dispatcher	A solution to efficiently manage baggage transfers for short flight connections
Airport Queue Times Optimization	A suite of solutions to analyze security checkpoint wait times and optimize passenger flow patterns
Integrated Fleet Planner	A solution to view ground handling activities in real time to avoid bottlenecks and enhance efficiency
Security and Lost Bag Scanner	A solution that helps scan the contents of luggage for security purposes to mitigate risks

Sample clients

- A Canada-based airline
- A Hong Kong-based airline
- A Mexico-based airline
- A Middle East airport
- A Panama-based airline
- A Singapore airport
- A UK-based airport
- A US-based airline
- A US-headquartered airline

Partnerships/alliances

atpco	Codeveloped New Distribution Capability Exchange solutions to enhance airline retailing and offers	ASAPP	Partnered to implement contact center automation solutions for its A&A clients
Palantir	Partnered to accelerate digital transformation for the A&A clients	CISCO	Provided security and automation solutions for data centers to A&A clients
aws	Leveraged its platform to enable cloud migration projects for A&A clients	Google	Helped A&A clients develop generative AI solutions using Google AI tools
IBM	Partnered to deliver solutions using tools and accelerators to reduce time to market	AIRBUS	Used its Skywise platform to monitor and analyze aircraft health and provide maintenance services

Service line coverage

Pre-travel customer experience
Post-travel customer experience
Airline operations
Airport operations
Property operations
Marketing and sales
On-ground services

Darker color indicates higher industry concentration: ○ ○ ○ ●

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Case studies

Client	Capability	Summary	Business impact
A Middle East airport	• Cloud • Intelligent automation	• The client wanted to establish a digital framework for staffing, systems integration, and application development and maintenance. • Infosys leveraged ServiceNow to introduce a management dashboard and mobility solution and automate operational tasks. The solution provided service request management, orchestration, and catalog management. It also modernized its data center by migrating it to a modular one and implementing Splunk-based smart report features.	• Improved employee productivity • Reduced costs via automation and operation efficiency
A Canada-based airline	• AI and analytics • Cloud	• The client wanted to enhance its retailing capabilities by adopting the industry-standard International Air Transport Association (IATA) New Distribution Capability (NDC) program. • Infosys used the AWS platform to implement the NDC Exchange solution. This enabled the client to present its offerings for booking services using the IATA NDC standard and allowed external sales channels to access these services directly.	• Improved API performance and translation time • Improved operational efficiency
A US-headquartered airline	• Intelligent automation	• The client wanted to minimize flight delays and optimize operational efficiency by streamlining airport flight operations. • Infosys developed a mobile application with automation tools and a user interface to improve load planning accuracy. The app facilitated real-time updates on flight events and proactive alerts to departure managers, ensuring on-time departures and efficient baggage loading onto the aircraft.	• Reduced operational costs • Enhanced customer experience through on-time flight departures
A US-based airline	• Cloud • Intelligent automation	• The client required a reliable source of truth to provide insights into its enterprise data warehouse. • Infosys utilized ServiceNow to create a universal data cleansing utility, ensuring project data integrity. Automated dataset validation was implemented for accuracy, and a real-time health monitoring dashboard was introduced for tracking the enterprise data warehouse's status and performance.	• Improved data integrity across projects • Increased data insights for providing better passenger services

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Analyst insights

Practice maturity	★★★★★

- With over two decades of experience, Infosys has deep domain expertise in the A&A industry. It spans key value chains such as operations, marketing and commercial, passenger engagement, and IT services. For example, it developed Cortex, a customer service AI platform, to improve net promoter scores, reduce customer wait times, and provide customer care agents with contextual information during calls.
- Many A&A clients are adopting a cloud-first approach to modernize their legacy business applications and enhance operational efficiency. Infosys supports this transformation with Infosys Cobalt Airline Cloud, a cloud-based model office solution that assists various stakeholders, including passengers, station managers, ground staff, and airport authorities.
- To broaden its capabilities in its ESG practice, Infosys is engaging with A&A clients to codevelop solutions for achieving net-zero sustainability. For example, it is currently helping a Central American airline to reduce its carbon footprint. Additionally, it has proofs of concept with cloud-enabled capabilities, such as route optimization with emission circulation, ground movement emission, baseline, and subsequent integrated reporting for carbon emissions.

Investments and innovation	★★★★★

- To expand its offering portfolio and leverage emerging technologies, it launched a startup engagement program, The Infosys Innovation Network, which collaborates with select startups to bring in certified and ready-to-use ideas, technology, and offerings in different industries, including the A&A industry. Additionally, it operates the Infosys Center for Emerging Technology Solutions to identify and develop digital capabilities in optimizing airline, airport, and back-office operations using AI/ML, blockchain, AR/VR, and deep learning technologies.
- To strengthen its digital, brand-building capabilities, it acquired oddity in April 2022. The acquisition will enhance Infosys's abilities in providing in-house production services, which include AR/VR and e-commerce, and creating a metaverse-ready setup for branding experiences tailored to A&A clients.

Partner ecosystem	★★★★

- Infosys has a diverse, industry-specific partnership ecosystem to deliver digital transformation projects for A&A clients. For instance, it partnered with ATPCO to deliver an NDC exchange solution to enhance airline retailing. It has partnered with Airbus to leverage its Skywise platform to monitor and analyze aircraft health and provide the needed assistance, and it partnered with ASAPP to automate its contact center operations to address customer grievances quickly.
- It partners with key cloud providers to deliver next-gen solutions for A&A clients. For example, it partnered with Google to deliver generative AI applications leveraging Infosys Topaz offerings and Google's generative AI solutions for different industries, including A&A.
- It partners with Sabre to modernize the top Global Distribution System to Google Cloud, enabling travel agencies to access product inventory and rates.

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