



NAVITAIRE

Navitaire — it's like adding winglets
to your entire airline operation.

Achieve higher performance and profitability with Navitaire.

Something remarkable is happening behind the scenes at many of the world's most successful airlines

Customers see it every day as they discover easier ways to book flights, cars, hotels and whatever else their dream vacations or business travel requires. Airline managers see it when operations run like clockwork no matter how many aircraft they fly. Airline executives see it when they operate profitably in an industry that can never take prosperity for granted.

Overall, more than 70 percent of our reservations customers' bookings are made via the Internet

What's happening behind the scenes is Navitaire. We are the airline industry innovator in reservation, direct distribution, decision-support, revenue accounting, sales audits, operations management and recovery services. All products are offered as hosted services from world-class data centers on three continents. And we are part of Accenture, one of the world's largest global management consulting, technology services and outsourcing firms. Since our start in 1993, our customer base has grown to include many of the world's largest hybrid and low-cost carriers, including nearly all of the most successful start-ups of the last decade. Whether you fly a few or hundreds of aircraft, Navitaire's integrated product suite delivers:

- New Skies®, the next-generation reservation and distribution system that offers you the greatest choice and proven cost-efficiency to increase profitability.
- The industry's easy-to-use, yet highly sophisticated revenue management system.
- Greater operations efficiency and lower operational costs with the ability to plan, track and rapidly solve even the toughest operations and crew challenges.
- New insights into business operations via access to accurate, timely and comprehensive reservation, flight and revenue data.

That's why Navitaire's customer base has nearly tripled since 2001. Our customers know that what happens behind the scenes makes the difference between a successful airline and an also-ran.

Great airlines make their own rules. Navitaire helps make it possible.

Create competitive differentiation, streamline operations, innovate and break a few rules to become a high performance business.

That's the recipe for success in today's airline industry. Navitaire provides the tools that make it possible. And all of them are integrated into an easy-to-implement, hosted solution that's been field-tested for years by dozens of the world's leading airlines.

Integration, quick deployment and scalability are the hallmarks of Navitaire's success in helping its customers succeed — from new airline entrants to long-established players. Integration in the sense that Navitaire offers a single comprehensive solution that includes reservations, revenue management, operations and revenue accounting for airlines of any size. And scalability that allows airlines to grow at their own pace by leveraging our world-class, fully redundant data centers in the United States, Europe and Asia. Because of Navitaire's hosted architecture, deployment of new products and services is faster than you may believe possible. New routes, new fare structures, new partners, new travel-related services — Navitaire makes it easy to take your business wherever you want it to go.

Navitaire: The numbers speak for themselves

70

Navitaire's customer list includes over 70 clients and is growing every day

355M

In 2011, our reservation services booked more than 355 million passengers

250M

Online transactions in 2011 represented 70% of our overall reservation client volume

750

More than 750 employees in seven global offices and three regional data centers



An integrated view of your business

From planning to execution, Navitaire provides the technology that increases your flexibility and improves your business operations. Technology that lets you streamline, innovate and win market share.

Navitaire's integrated offerings deliver real value by combining booking, financial, operational and customer data into a consolidated database that gives you a truly comprehensive view of your business.

Why is this important? Because you want to know more than just the number of passengers on a flight – you also want to know how much revenue they represent to your business. And you want to create or update one set of flight schedules for passenger bookings, as well as crew and aircraft scheduling, rather than repeat the schedule-entry process three times. With Navitaire, there is no need to pull information together from multiple database silos. We know you need cost-effective systems that empower customers, reduce redundancies, eliminate errors, optimize staffing, streamline training and provide instant information. That's the power Navitaire's integrated suite delivers.

Navitaire's integrated systems offer advanced capabilities for planning, distribution, operations and business intelligence



Navitaire's Product Portfolio — A complete suite of fully integrated services.



Reservation and Distribution

New Skies has the integrated features you need to let your business fly even higher

Whether you are a start-up or an established carrier, Navitaire's New Skies customer-centric reservation system gives your airline the flexibility to tap into prevailing distribution channels, build market share with codeshare services and other travel partnerships, and provide an extra level of service that builds passenger loyalty. With New Skies, you can:

- **Choose your distribution strategy to optimize profits.** Tailor your distribution to suit your business plans using the world's leading Internet-based direct sales engine in combination with GDS connectivity, highly efficient call center tools, codeshare services, third-party partnerships and seamless opportunities to generate higher-margin non-flight revenue.
- **Increase ancillary revenue generation.** Improve profitability and promote customer loyalty through fully integrated sales of insurance, car-hire, hotels, activities and more, all stored within one "super PNR" reservation.
- **Take advantage of many payment options.** Tap into traditional payment networks, a variety of unique low-cost payment options or introduce new payment types to accommodate local buying patterns, while minimizing settlement costs.
- **Be ready for growth.** Leverage the proven hosted technology that is used by over 70 of the world's most successful airlines to support your fast growth and ever-changing needs.
- **Be the most operationally efficient airline in your market.** Plan, schedule, set fares, book, check-in and generate real-time reporting on every facet of your business with New Skies' full suite of intuitive, integrated tools.



Revenue Management

Improve yield and increase revenues up to 8% with powerful tools to transform your business

SkyPrice®, Navitaire's integrated revenue management and price optimization system, combines powerful, new price-sensitive forecast and optimization models with traditional revenue management methods. Now you can combine restriction-free and traditional pricing in ways that make the most sense for your business.

The SkyPrice system's balanced approach pairs leading-edge forecast and optimization with usability tools highly valued by carriers of all sizes. SkyPrice offers:

- Forecasting at the fare-class level for traditional segmented products and as a function of price where your fare environment is simplified or restriction-free.
- Option to model competitive price impacts.
- A traditional optimization application, which assumes product independence to set seat allocations and new price optimization, which sets optimal price levels.
- Fare valuation and revenue maximization based on either net or gross fares with an option to include non-flight revenue.
- A highly intuitive user interface that provides access to all key information to let analysts focus on market trends, critical flights and special events.
- Rules-based processing options that support fast responses to competitive changes using macro-level flight management.
- A built-in business analytics and reporting tool, or the ability to feed data to your own third-party tool.



Airline Operations Suite

Maximize operational efficiency, minimize the impact of disruptions

Navitaire's Airline Operations Suite offers advanced tools to optimally manage crews and aircraft.

Geneva Airline Operations Management System

Used by over 30 airlines, Geneva's 14 modules are a comprehensive platform to manage airline operations and crew management planning, tracking and compliance requirements, while maximizing operational efficiency. With Geneva, you can:

- Organize, plan, predict, measure and report on activity in real time to optimize daily aircraft and crew utilization.
- Save money with automated crew sign-on monitor and web-based crew notification options.
- Easily view operational status displays with our Executive Ticker, which scrolls near real-time operational data to your personal computer.

SkySolver® Operations Recovery Suite

And when things don't go according to plan, Navitaire's SkySolver offers the industry's only full suite of operations recovery optimizers. With SkySolver, operations teams can quickly generate automated, optimized solutions to disruptions across your network within a few minutes. The suite includes:

- SkySolver-Crew to manage flight-crew redeployment and recovery in real-time during any disruption by quickly determining optimized low-cost crew solutions to return crew to their original plan.
- SkySolver-Ops to rapidly determine the best solution for a particular disruption or combination of disruptions to aircraft schedules.



Revenue Accounting

Business Intelligence solutions for bottom line success

SkyLedger® Hosted Revenue Accounting Services

SkyLedger is an automated revenue accounting system that is seamlessly integrated with Navitaire's hosted reservation system. SkyLedger lets you maintain the financial integrity of your accounting period through critical accounting controls and general ledger feeds. SkyLedger provides:

- Accurate and timely revenue data through near real-time feeds of reservation activity that are translated into accounting events. The detailed data lets you perform a full reconciliation between reservations activity and general ledger transactions.
- Easy data access with complete audit trail via a suite of reports covering key business activities. Use drill-down access to reach underlying booking and accounting data to support ad hoc research or auditor requests.
- Efficient, intuitive tools, including automated currency conversion, web-based interfaces and reporting to let your staff easily reconcile data and perform quick research and analysis.

PRA System® Hosted Revenue Accounting Services

Navitaire's full-featured PRA System offers superior accounting controls through a complete suite of services to process sales, proration, refunds, first and final interline billings and other services. You can also opt to include Navitaire's sales audits to protect your revenue through airline tariff compliance, with automated audits including contract fares, taxes, commissions, exchanges and refunds. From increased revenue recoveries to a thorough analysis of revenue leakage, you'll notice improved efficiency and a better bottom line.

Navitaire is playing a key role in the industry's success

Navitaire's more than 70 customers range from new, low-cost and fast-growing next-generation hybrid airlines to the world's largest carriers. They all share the belief that technology should be the enabler, not the obstacle, to new and progressively more successful business models.

Navitaire is a key partner in helping them achieve their success. But don't just take our word for it. Here is what industry leaders are saying about Navitaire:

"We view Navitaire as a very strategic partner. This partnership lets us create innovative solutions that preserve simplicity and provide access to new customers – key elements to enabling Jetstar's continued growth."

Bruce Buchanan, Chief Executive Officer, Jetstar

"Navitaire's technology has truly enabled AirAsia's growth from 1 million passengers to 25 million passengers in less than 10 years. Navitaire's reservation services scaled easily to accommodate our growth."

Tony Fernandes, Chief Executive Officer, AirAsia

"We wanted to partner with the company creating the platform for the airline model of the future. The move to Navitaire has achieved this goal and paid off handsomely for TUI Airlines."

Dr. Dieter Faerber, Head of Distribution Competence Center, TUI Airlines

Navitaire's TUI Airlines customers: TUIfly and Jet4you

"I've always found Navitaire to be very innovative. Navitaire has proved to be a very good partner to Tiger as we continue to grow our business here in Asia."

Tony Davis, Former President and CEO, Tiger Airways

"At GOL, we believe that differentiating your business model is the key to new growth and success. Navitaire's technology lets us make our own rules to better serve our customers. As a result, our market share has grown from 5 to 36 percent in under five years."

Wilson Ramos, Former Vice President, Planning & Information Technology, GOL

Only Navitaire has a solution that matches your business model

New Airline Start-Ups

New airlines have transformed the marketplace in recent years, and Navitaire is behind the scenes in nearly all those success stories. We can be there for your business, too. Our solutions will enable you to:

- Maintain control and optimize your distribution channels, work with travel agents and corporate customers via the GDS, or sell as many reservations as possible directly to consumers.
- Launch with the richest set of features available that are built into the industry's reservation system known for proven performance.
- Meet short implementation timelines through fast deployment of services.
- Minimize training costs for new employees with intuitive interfaces and flexible, adaptive workflow options.
- Employ best-in-class cost control and operational efficiencies right from the start. Navitaire offers a complete package of fully integrated services.
- Start with the right technology platform that will scale easily as your business grows.
- Develop a clear differentiation in service, and establish a strong retail brand via tailored travel offers and customized websites.

Next-Generation Hybrid Carriers

As airline startups grow and prosper, they can't afford to lose the competitive advantages that contributed to their initial success. Navitaire's integrated solutions can support your continued growth with features that make it easy to:

- Leverage your retail brand to sell ancillary services through websites and call centers, including rental cars, hotel bookings and travel insurance.
- Enter new markets whenever and wherever it makes sense via your own services or codeshare partners.
- Cater to both business and leisure travelers. Create unique services to sell directly to new market segments.
- Evolve your distribution channels. Opt to connect to any of nine GDS partners, online travel agents, or bypass the GDS and sell the majority of your reservations directly.
- Partner with other airlines and allow your passengers to reach new markets served by a broader travel network.
- Invest in hosted technology solutions to stay ahead of the game. Navitaire provides the functionality and technology that enables your rapid growth.
- Increase financial reporting confidence with timely, accurate revenue data and access to comprehensive audit trail information.

Streamlining Network Airlines

Trying to revamp an established airline is a daunting challenge. Incumbent systems, relationships and procedures make it hard to determine where to begin. Navitaire lets you improve efficiency without sacrificing service to the key industry partners you have come to rely on. Navitaire's integrated solutions can help you:

- Keep GDS distribution, codeshare, industry partnerships and customer services oriented toward business travelers, but capture more of the leisure travel market with the distribution channels they demand.
- Become nimble in a highly competitive world. Navitaire lets you instantly launch new fares and programs and measure their success real-time.
- Reduce reliance on systems that make it challenging to share information with other internal systems.
- Empower customer self-service, such as reservation changes or check-in, to make the most of your employees' expertise.
- Enhance customer relationships with unique offers to entice them back again and again. With Navitaire, the only limit is your imagination.

Are you a follower or a leader in the industry's transformation?

What do customers experience when they fly your airline? How do employees feel about their jobs? What do investors think about your business performance?

What happens behind the scenes provides the answers. And if what's happening behind the scenes is Navitaire, you are on your way to leadership in the airline industry – no matter how many aircraft you fly or markets you serve. Be different. Be innovative. Break a few rules. Your customers expect it. And Navitaire can help you make it happen.

To learn more about what's happening behind the scenes of successful, growth-oriented airlines and discover how we can help your airline become a high performance business, please visit our website at www.navitaire.com.

Office Locations

- Austin
- London
- Manila
- Minneapolis
- Prague
- Salt Lake City
- Sydney

Data Centers

- London
- Minneapolis
- Sydney

Corporate Headquarters

333 South Seventh Street, Suite 500, Minneapolis, MN 55402-2443 USA
+1.612.317.7000 phone | 877.216.6787 USA toll-free
www.navitaire.com | contactus@navitaire.com

For Sales Inquiries

+1.612.317.7605 phone | contactus@navitaire.com

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333 South Seventh Street
Suite 500
Minneapolis, MN 55402-2443 USA
+1.612.317.7000 phone
877.216.6787 USA toll-free
www.navitaire.com
contactus@navitaire.com

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