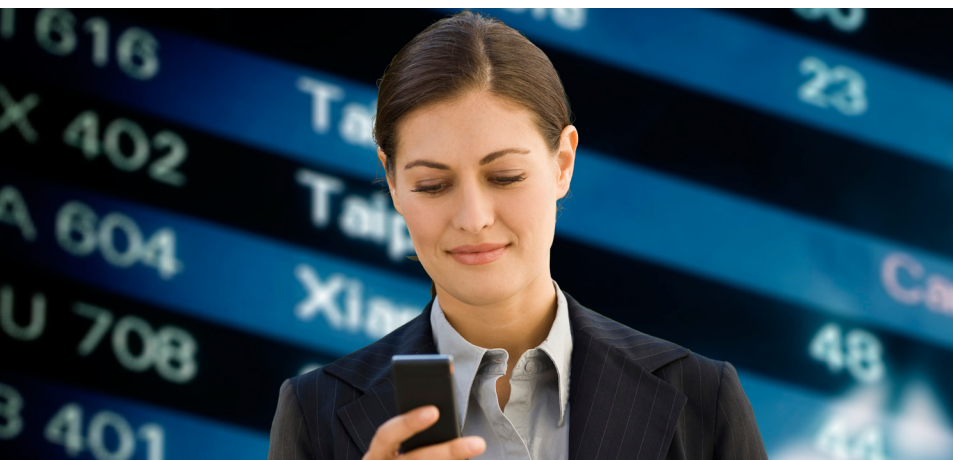




eePaxConnect –  
making passenger notifications *fly*



ready  
for  
ee2go

eePaxConnect, powered by the 2e Systems state-of-the-art mobile communication and irregularity platform, is a messaging and notification system for passengers. The platform puts carriers in direct contact with each individual passenger with personalized messages via the preferred method of contact that includes SMS, E-mail, social media and other communication channels. Passengers are notified for situations from pre-flight services to irregularities.

## The benefits for managing passenger notifications using eePaxConnect

- Messaging can be tailored to needs that can include flight information, updated travel related information, irregularity handling as well as other situations
- Fast, efficient and accurate processes for recovery to normal operation during irregular operations by affording automated re-protection for customers
- Tracks all notifications sent to and received from the passenger; searchable and viewable in an administration portal
- Contacts the passenger dynamically utilizing various contact channels according to time, preference and services used
- Designed for continuous, reliable service unaffected by high-load spikes such as those during severe irregularities
- Improved coordination between various systems
- such as departure control, operations and other mission critical solutions using established electronic interfaces with current suppliers
- Comprehensive system capacity affords capability to send out a vast numbers of messages in parallel, and additionally will try alternate methods of contact should the situation so require
- Customize notifications related to marketing initiatives, customer relations or solicit volunteers via SMS or App for oversold flights
- Together with ee2go, develop a customer service App for ground staff to rebook passengers, provide flight information as well as passenger handling support directly on a mobile device or tablet
- Combine with ee2go and integrate passenger notifications into your airline App or a completely new platform

2e Systems - making your business *fly*

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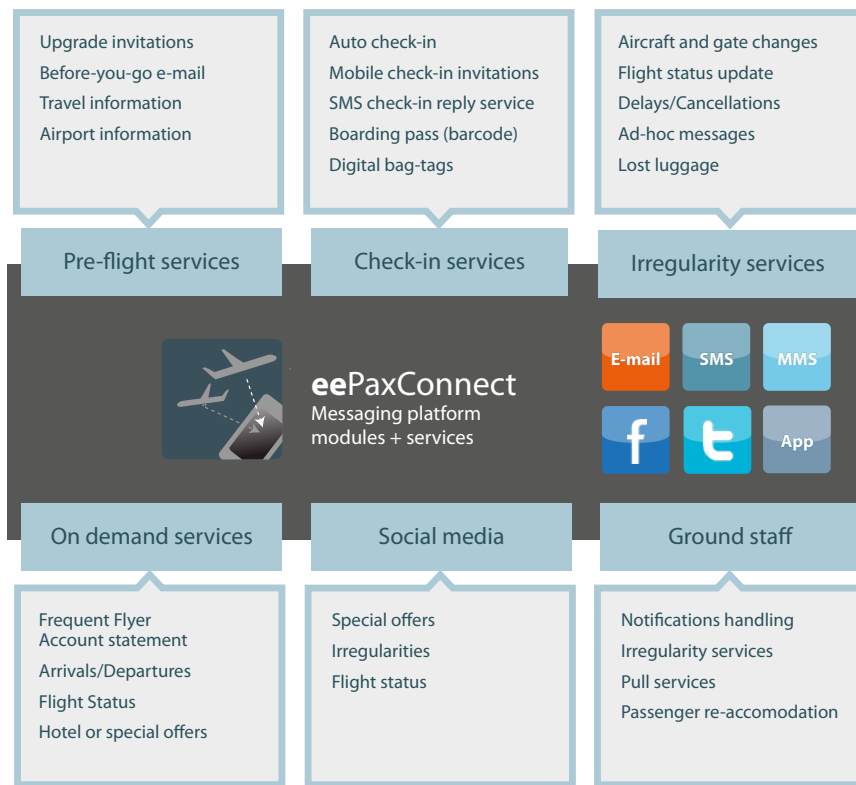


# eePaxConnect – personalized messaging connecting carriers to passengers at a whole new level



In today's environment, air travel has become a regular mode of transportation for most individuals. Carriers are faced with the task of not only processing a large volume of passengers in a short amount of time but also offering added value to customers. However irregularities can occur, which can hamper flight schedules, so getting accurate and up-to-date information as early as possible to customers is crucial to mitigate passenger inconvenience and frustration.

The innovative 2e Systems eePaxConnect mobile platform, offers a multitude of contact possibilities. These include: pre-flight information, check-in invitations, on demand services such as frequent flyer data, flight status as well as irregularity updates. In the case of an irregular operation such as delay, cancellation or gate change at any point during the customer's journey, customers will be notified and if required rebooked on the next available connection. Customers can receive the updated information and boarding card directly on their smart-phone.



The event driven platform delivers notifications to passengers and other business applications by linking information from various backend systems to drive real time passenger information. In addition, the platform has a standard GUI administration portal called eeManager, where airline users can monitor all notifications and services handled via the solution in real time. The tool can also be used to send ad-hoc notifications for instant messaging, which is very useful during irregular operations.

eePaxConnect, part of the innovative 2e Systems eeSky Suite, helps carriers bring a personal touch to each individual passenger. We make your passenger notifications fly.

Combine with ee2go and integrate passenger notifications into your airline App or a completely new platform. A Ground Staff or Cabin Crew App can also be provided to support passenger rebooking or irregularity handling.