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NEWS letter

Message from
CEO Phil Douglas



Recently there have been a host of changes and enhancements at 2e Systems. We have two new customers, Helvetic and Air Moldova. Helvetic Airways went online with our eeDepart solution while Air Moldova Airways is still in the design process.

2e Systems has also been working with some of our current customers to enhance their existing solutions. jetBlue added some key features to their crew notification platform, Austrian Airlines re-designed their website and Condor added features to their online check-in solution.

We have not only given our website a complete facelift, but have reorganized it and integrated a lot more detailed information about our products and services. Please visit us at www.2e-systems.com. We'd love to know what you think.

2e Systems launch second-generation crew notifications platform for JetBlue Airways



2e Systems, the dynamic and innovative provider of airline online and mobile solutions, is pleased to announce the latest upgrade to the eeCrewConnect platform for JetBlue Airways. The platform offers a range of new features that significantly improves communication to pilots and cabin crew in the event of operational disruptions, as well as improving overall day-to-day efficiency. The platform uses SMS and e-mail interchangeably to ensure the airline crews are kept informed in real-time about changes that affect them.

Working on top of existing crew scheduling, HR and operations systems, eeCrewConnect contacts crewmembers automatically after rescheduling has taken place, tracks acknowledgements, resends information and/or escalates in case the crewmember cannot be reached within a predefined timeframe. Upgrades to the platform include: check-in reminders, check-in on the go, commuter status module, incoming acknowledgements that are automatically fed back into the crew roster systems as well as a host of other innovative features.

"Keeping our crewmembers up to date on their assignments, as well as changes to their schedules remains a priority for us," says David Fuller, director SOC transformation management at JetBlue Airways. "The platform provided by 2e Systems continues to afford us the capability to manage one to one communication with each crewmember; even during high load periods caused by inclement weather and airport closures."

2e Systems and Helvetic Airways AG develop Web check-in application for the carrier



Helvetic Airways has boosted its operational efficiency with a new online check-in solution, eeDepart. The carrier now provides Helvetic passengers the ability to check-in online prior to departure.

2e Systems' multi-host DCS check-in solution will communicate with departure control systems AxsControl and Codeco in the Airline's operated airports of Zurich, Bern, Geneva, Rostock, Cardiff and Bristol. Passengers departing from these airports will be able to check-in, select seats, and print their boarding pass online using eeDepart.

Tobias Pogorevc, Chief Financial Officer of Helvetic Airways, said: "Our new agreement with 2e Systems gives our customers greater flexibility when checking in for flights. Working with 2e Systems to develop this solution allows us to bring our technology to the next level and offer a better overall travel experience to our customers."



Integrate to Accumulate – Phil Douglas CEO speaks to Future Airport Asia

Communication between an airline's departments, its customers and airport authorities is often problematic during normal operation conditions, let alone during irregular ones. Phil Douglas, CEO of 2e Systems, speaks to Future Airport Asia about how integrating airlines' subdivisions under one online umbrella program increases overall efficiency and facilitates effective responses to crisis situations.

Read the complete article at:

<http://www.2e-systems.com/>

2e Systems purchases Flightsurance shares

The founders of travel insurance start-up Flightsurance, Dr. Jens Ortgiese and Zoltan Kastner, have sold their shares to 2e Systems. The purchase makes 2e Systems the largest shareholder in the company.

Flightsurance uses technology that calculates an anonymous customized risk profile for every flight, allowing it to offer a customized product price. This technology has been awarded patents in the US, while patents are pending for China, India, Indonesia, Japan and Canada. Currently the Flightsurance Air Travel Cover is available in 27 countries for more than 230 worldwide airlines.

2e Systems and Air Moldova sign agreement



In April of 2013, Air Moldova contracted 2e Systems to develop the **eeBook**, **eeDepart** and **eePromote** solutions for the carrier. The airline, based out of Chisinau, is the national airline of Moldova and operates scheduled services to 20 destinations in Europe.

"2e Systems offers a solid product to meet our operational and commercial requirements," said Vasile Hincu, CCO of Air Moldova. "Their technology provides us with new possibilities to market our product and services online."

The carrier has commissioned 2e Systems to provide both a customer and corporate booking engine as well as online check-in solution. In addition, the powerful **eePromote** tool will be fully integrated into the platform, which affords Air Moldova the ability to fully manage and implement electronic vouchers as well as webfares.

"Air Moldova's choice of 2e Systems products follows the trend of carriers looking for a range of solutions that can be easily integrated and managed on one central platform, which is perfectly suited to our **eeSky Suite**," says Phil Douglas, CEO of 2e Systems. "We have extensive expertise in delivering products that are both modular and easily customizable and we are extremely pleased that Air Moldova has chosen our solution."

2e Systems supports Austrian Airlines with a new look for www.austrian.com



Austrian Airlines recently launched a new design for their online booking engine. The site has an upgraded look including a revised home page offering quick links for customers to go directly into travel support functions, such as manage my booking, flight search and online check-in. The site is optimized for all hardware, not just PC and laptops, but also mobile phone and tablet devices.

2e Systems and Condor launch automated APIS/ESTA check-in solution



In order to support Condor in simplifying the handling of Advance Passenger Information System (APIS), 2e Systems developed an upgrade to the online check-in platform for the carrier to manage routes and flights where passengers are required to submit this information prior to departure. APIS information is required for various countries, especially by U.S. and Canadian authorities, for all persons traveling to and from these countries. In addition to passport data, country of residence and address during the stay are required. The APIS data collection, which can now be optionally collected at time of reservation, can now also be captured during the online check-in process and simplifies customers' travel preparations for flights to North America.

Now the carrier has an automated solution to check ESTA status (Electronic System for Travel Authorization) and the security check required by the TSA (Transportation Security Administration) prior to departure. When passengers check-in online for a US flight or US Overflight, the system will check the Official U.S. Government Web Site to see if the passenger has been authorized to travel within the Visa Waiver program. If this information is not present or if the security check was negative, the online check-in process will be aborted and passengers directed to the carrier for more information.

These upgrades, developed with the support of 2e Systems, help mitigate delays at airport check-in and help the carrier check for potential immigration issues well before departure. The service provides not only automated handling but also superior customer service.

News Flash

Enhanced company website

2e Systems is pleased to announce the re-launching of our company website with a host of new and enhanced features. In addition to the improved **eeSky** Suite solution, the newly redesigned site offers more detailed product information, updated media releases, a new contact form and an option to subscribe to our newsletter.

For more information please visit us at www.2e-systems.com.

2e Systems re-brands solutions

2e Systems recently re-branded its core set of solutions into **eeSky** Suite. The platform is a dynamic suite of automated modules for air carriers to support all aspects of passenger sales, servicing, notifications, promotional sales and customer relationship management.

The fully customizable and combinable modules support airlines in day-to-day passenger sales and management. The platform is built over existing host systems, such as Global Distribution and Departure Control Systems, and therefore can be easily implemented in a wide range of airline business models in a short amount of time.

The central modules are comprised of the following:

- ➔ **eeBook** – Online Internet Booking Engine
- ➔ **eeDepart** – Web, Mobile and Kiosk Check-in Solutions
- ➔ **eeConnect** – Notifications and Messaging
- ➔ **eeReward** – Frequent Flyer and Loyalty Management
- ➔ **eePromote** – Webfares, Electronic Gift and Promotional Vouchers

2e Systems has successfully implemented these solutions as a global platform for various airlines all over the world operating in differing sizes and business models. The flexible modular can easily be customized based on air carrier requirements. It allows airlines to launch their own unique, advanced, powerful and profitable automated solution into any customer base in a global market.

Each tool comes standard with an administration module called **eeManager**. The administration tool is utilized for system specific management, updates, statistics and user definable customizations meaning it allows the airline to administer system definable changes to the applicable module. The tool is a core functionality within each of the modules, and makes the 2e Systems' solution so dynamic and powerful.



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