

Condor Online Check-in Platform – innovation and change to meet customer demand



No rush to the airport and no long waiting times at the counter. This is what most passengers like to hear when checking in for a flight. To stay competitive in the air travel market, Condor wanted to introduce a new feature to its web site to enhance the passengers' experience by offering an innovative online check-in platform. Here's how 2e Systems supported the carrier in developing a solution that not only catered to the carrier's requirements, but eased the overall process for passengers as well as supported more seamless customer service. In addition, Condor has implemented a number of enhancements since the platform was initially launched in 2010.

The challenge

Endless lines at security checkpoints, a high volume of passengers waiting to check-in during peak travel hours and soaring handling costs at airports provide challenges for all Air Carriers. In order to stay competitive, offer new dynamic features to passengers as well as drive down overall costs, Condor sought to implement a new online check-in platform for its customers.

Our approach

With over 12 years of experience in web, mobile and kiosk check-in technologies, 2e Systems has designed the eeDepart solution with basic functionalities in mind as well as the ability to customize any number of features as defined by the carrier. Based on the requirements for Condor we developed an end-to-end solution based on: agile development, application and interface design as well as dedicated project management and implementation plans. We worked closely with the carrier from the concept phase until the product went online. Ongoing monitoring and quality controls is standard with the platform and allows Condor the ability to continually enhance and upgrade the tool as required.

Our solution

2e Systems customized the eeDepart platform to provide Condor the following key features:

- ➔ Interactive seat selection
- ➔ Defined check-in timelines based on route
- ➔ Check-in invitations
- ➔ Store and process frequent flyer information
- ➔ Staff travel
- ➔ Use of modern 2D bar coded technology to IATA standards

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The outcome

The platform, which is live since 2010, allows Condor passengers the ability to check-in for their flights up to 24 hours before departure. Customers can select their seats, print out their boarding card and even re-send their boarding card to their mobile device – all before arriving at the airport. The solution has expanded online check-in service for most of Condor's both domestic and international flights, and is offered from over 50 origin cities. "With the introduction of web check-in as well the number of enhancements we have offered since its initial launch, we are committed to technologies that enhance our customers' experience," says Mr Frank Seedorff, Head of E-Commerce at Condor. "We are focused on delivering customer-driven innovations that simplify air travel."

Over the past 3 years the carrier has introduced a number of enhancements that include:

- ➔ Group check-in (for up to 9 passengers)
- ➔ APIS (Advance Passenger Information System) and ESTA (Electronic System for Travel Authorization) data collection
- ➔ Establish both paid online check-in services between 12-24 hours before departure, as well as 'happy hour' check-in between 2-12 hours before departure
- ➔ Customized boarding pass information to include special travel related information, such as dangerous goods requirements and advertisements
- ➔ Produce a mobile optimized boarding card
- ➔ Expand web check-in services to other regions, such as the United States, Canada and the Carribean



The carrier has plans to offer new features over the coming months. Phil Douglas, CEO of 2e Systems adds, "We remain committed in supporting our customer, Condor in developing, customizing as well as enhancing their online platform. The number of passengers checking in online has increased by over 75% in June of 2013 as compared to the same month last year. We are pleased the solution remains a success and grows in importance for the carrier as well as its customers."

2e Systems provides online and mobile solutions for the worldwide aviation industry across all functions of services from Internet Booking Engines to sophisticated check-in tools, mobile notifications, crew planning management and frequent flyer customer loyalty systems. Worldwide, 12 major carriers rely on 2e Systems to deliver cutting edge and innovative solutions. More information about 2e Systems' products for airlines is available at: www.2e-systems.com.



About Condor

Condor Flugdienst GmbH has been flying its guests to the most beautiful holiday destinations in the world since 1956. Annually 6.7 million passengers fly to around 75 destinations in Europe, Asia, Africa and America with Condor. Condor is the Germans' favorite airline: In a customer satisfaction survey conducted by the German Institute for Service Quality (DISQ) in December 2012, Condor came

out first on top and was the only airline to be awarded the seal „very good“. As part of an extensive cabin-refurbishment, by summer 2014 the complete Condor long haul fleet will obtain a new cabin with In-seat Entertainment as well as fully automated, comfortable reclining seats in the new Condor Business Class. Since On March 1, 2013, the German airline Condor has been merged with the airlines Thomas Cook Airlines UK and Thomas Cook Airlines Belgium to form the Thomas Cook Airline Segment. The fleet of the Thomas Cook Group comprises 91 modern and environmentally friendly aircraft, of which 39 aircraft are from the Condor fleet: twelve Airbus A320s, two Airbus A321, thirteen Boeing 757-300s and twelve Boeing 767-300s. The aircraft are maintained by the airlines' own technical companies.