

Revolutionizing Aviation IT Solutions



The aviation industry is undergoing rapid transformation, requiring innovative solutions to meet evolving passenger demands and operational challenges. Hexaware delivers cutting-edge aviation IT solutions that streamline operations, enhance customer experiences, and drive digital transformation in the aviation industry. From baggage handling automation to personalized passenger engagement, we empower aviation businesses to create seamless, efficient, and memorable journeys.

Key Challenges in the Aviation Industry

- **Prolonged Passenger Wait Times:** Long wait times and lack of personalized services.
- **Baggage Handling Issues:** Inefficient processes lead to delays and customer dissatisfaction.
- **Digital Transformation:** Struggles to modernize systems and adopt advanced technologies.
- **Maintenance and Downtime:** Inefficient processes for repairs and maintenance lead to operational delays.
- **Legacy Systems:** Challenges in transitioning to cloud-based, agile platforms for better performance.
- **Operational Inefficiencies:** High operational costs and outdated processes impact profitability.

Our Aviation Capabilities

- **Home-Printed Bag Tag Solutions:** Reduces passenger wait times with at-home bag tag generation and self-baggage drop, cutting costs and enhancing convenience.

- **Digital Proximity Engagement:** Delivers personalized notifications and enhances customer engagement using IoT, NFC, and Augmented Reality.
- **MRO Remote Assistant:** Connects technicians with remote experts in real-time, enabling visual instructions, hands-free operations, and faster maintenance cycles.

Our Travel and Hospitality IT Capabilities

- **Legacy Transformation:** We modernize outdated systems, driving efficiency, reducing costs, and improving customer experience by integrating cloud-native and next-gen technologies.
- **Customer Experience:** From booking to boarding, we enhance the entire customer journey with omnichannel solutions and automation-driven support for seamless, personalized experiences.
- **Digital Assurance:** Our Tensai® for Assurance platform delivers 75% automation for key airline functions, accelerating testing without human intervention and ensuring high-quality software.
- **BI & Analytics:** Unlock the power of data with our business intelligence services, offering deep insights, real-time analytics, and predictive maintenance.

- **Guest Experience:** We enable personalized, self-service-driven guest experiences through digital platforms, improving satisfaction and operational efficiency.

Customer Success Snapshot

Transforming Loyalty Program for a Middle Eastern Airline

- 50% cost reduction in application maintenance by unifying web and mobile platforms.
- Rapid 4-month implementation of a new Loyalty Management System with REST-based APIs.

Elevating Passenger Service Systems for a North American Airline

- 100% on-time flight departures, ensuring smooth passenger journeys.
- 35% increase in efficiency, enabling faster and more reliable services.

Re-platforming & Modernization of Airport Suite of Applications for a US-based Airline

- 23% revenue growth through direct sales.
- 50% reduction in efforts required for agent's training.

Why Choose Hexaware?

Hexaware stands out by addressing critical challenges in the aviation industry and delivering value-driven aviation technology solutions:

- **End-to-end Capabilities:** From home-printed bag tags to personalized notifications and MRO assistance, we address every aspect of airline and airport operations.
- **Operational Efficiency:** Automation and cloud transformation reduce operational costs and improve productivity.
- **Enhanced Passenger Experience:** Personalized services and seamless processes boost passenger satisfaction.
- **Faster Turnaround:** Automation and predictive analytics reduce delays and improve decision-making.
- **Cost Efficiency:** Automation-led processes optimize costs while boosting productivity and passenger satisfaction.

Contact Us

Unlock your aviation business's full potential with Hexaware's transformative solutions and domain expertise. Let's shape the future of air travel together.

Reach out to us at marketing@hexaware.com for a consultation.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.