

# WHEN THE UNEXPECTED HAPPENS, YOU KEEP EVERYONE MOVING

Help travelers and airlines get back on track when flights are changed or canceled.



An NCR Travel Brochure







## Turn interruptions into opportunities

It happens. Flights get delayed. Sometimes they're canceled altogether. That can add to the stress of your travelers, your airlines, and your airport staff. But with NCR technology, you'll be set to get travelers reassigned and on their way, right away.

NCR services and solutions for travel.

Explore more.

# First look: opportunities by the numbers

Nature has a way of surprising us when we least expect it. Sometimes, that means our plans need to change — and to keep travelers safe, you might need to delay or cancel some flights. But that doesn't have to damper the mood. And when you know what people expect, you can adapt quickly:

| THE DATA SAYS...                                   |   |   |   |
|--|---|---|---|
| <b>66%</b>   | <b>43%</b>  | <b>69%</b>  | <b>70%</b>  |
| Of travelers have had a canceled or delayed flight | Had to wait <b>more than an hour</b> to be rebooked | Would like the ability, if their flight were canceled, to <b>search and book an alternate flight</b> themselves via kiosk | Would like to <b>make purchases</b> (meals, reading materials, spa services) via mobile or kiosk while at the airport |



| WHICH TELLS US...  |   |   |  |
|--|---|---|--|
| Most people have been through this, and you can <b>be among the first to ease the stress</b> | If you can make changes faster, you'll probably exceed their expectations — and <b>increase loyalty as a result</b> | Simple! Provide a way for travelers to <b>adjust their itinerary on their own</b> | Show special offers, new spots to check out and services (like a relaxing massage) to <b>help passengers pass the time the way they want</b> |

— NCR 2012 and 2014 Traveler Experience Surveys

# Put the power to rebook in their hands (literally)

NCR travel solutions make it easy for your airport's travelers to quickly rebook when flights are delayed or canceled. And the potential savings are significant. Here are some numbers that show the potential\*:

## Benefits of NCR Common-Use Self-Service Kiosks (CUSS) at a glance

| \$1 billion  | \$2.50  | 2,000   | 130+                                 |
|--|---|---|--------------------------------------|
| Savings enjoyed by the airline industry every year by using CUSS | Average cost saving per check-in using a CUSS kiosk | Number of CUSS kiosks deployed at airports globally | Number of airports using CUSS kiosks |

*\*Study from Passenger Self-Service, an industry advocacy group.*  
<http://www.passengerselfservice.com/2011/04/12/cuss-kiosk-check-in/>

“More travelers seek amenities and fun at the airport. Let yours be the one that guides passengers to services, spa treatments, shopping, even errand-running—so they look forward to every minute they’re there.”

— Global Gateway Alliance study, 2013

# Keep moving, no matter what's happening

By using NCR's Common-Use Self-Service kiosks, you can create better passenger experiences, even under trying conditions. And NCR's 24/7 global support keeps everyone on task and on time.

## We can help you:

**Reduce costs and ease pressure on staff** with self-service reaccommodation and automated food and drink voucher/coupon systems

**Turn potentially negative situations into opportunities**—quick and simple rebooking decreases anxiety and gives passengers a positive experience they may talk—and tweet—about

**Stay up-to-date with better uptime and availability**

We'll provide maintenance options that work around your schedule while protecting you from unforeseen technical issues

## Stay agile in a fast-paced industry

Travelers want an airport can smooth out the rough parts of travel. They know you don't control the weather or other outside events—and will appreciate that you're helping them navigate unexpected delays. One simple, common-use kiosk solution will help get you there. Better experiences for them, more profits and long-term loyalty for you.

**So let's get started, shall we?**

# Need more than passenger reaccommodation?

From operations through customer experiences to your financials, we're here to help airports improve it all. Our Consumer Experience Consulting team will take a comprehensive look at everything you have today, and how to best enhance it. And we cover all bases:



Discovery



Strategy



Planning



Deploying



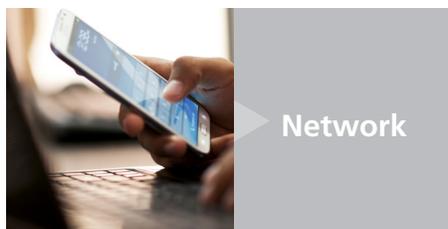
Building



Design



Support



Network



Data Center

As the global leader in consumer transaction technologies, we understand what customers want. We were one of the first to deliver mobile boarding pass technology, and we're here to share our experience, knowledge and services with you.

- Our experience in retail, travel, banking and hospitality means we know how consumers behave, what they're asking for, and how to help you give them what they want
- Our custom support options provide systems that stay up-to-date, and up and running, because travel is alive and kicking 24/7

# Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.



## Let's go places together, shall we?

Call us 1-937-445-1936

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