

GoNow Day-of-Departure Services: Improving the Traveler Experience

GONOW DAY-OF-DEPARTURE



Simplicity. Speed. Accuracy.

Striking the balance between efficiently moving travelers through their day-of-departure journey and delivering great customer service can be challenging. You need a comprehensive, scalable solution that supports efficient, cost-effective operations, drives new revenue opportunities and delights your customers.

GoNow – Navitaire’s advanced day-of-departure suite – gives you an integrated, multi-channel platform for airports, as well as convenient and easy-to-use applications for passengers, agents and ground handlers.

GoNow Makes it Easy to Go. Now.

- Out-of-the-box platform to leverage day-of-departure ancillary sales
- Closely integrated with New Skies® reservations suite
- Modern interfaces for agents, kiosks and eGates
- Turnkey self-service channels without application programming interface (API) development
- Improved efficiency and customer service
- Greater convenience, control and accuracy

Technology enriches the
traveler experience

25%

prefer airport check-in (agent 16%, kiosk 9%) second only to mobile check-in¹

42%

want efficient transfer options¹

33%

prefer to check-in at the airport (agent 16%, kiosk 9%) second only to mobile check-in²

2nd

Kiosk check-in is second only to mobile in adoption growth³

30%

still prefer to have a printed boarding pass¹

1 ≈ 1

Boarding automation (eGates) receive similar satisfaction ratings as gate

48%

that used check-in kiosks have adopted self-bag tagging²



Welcome to the Age of Self-Service

Today's travelers prefer automated ticketing and check-in to human interaction almost 2:1.⁴ GoNow helps you leverage new trends and technology to improve your customers' experience and drive greater efficiencies.

GoNow Agent

GoNow Agent takes the guesswork out of the check-in and boarding process. It automatically calculates fees and determines government security requirements, reinforcing processes across all agents. The color-coded display makes it easy to distinguish specific transactions, and the intuitive interface means agents are up and running quickly with minimal training time.

Navitaire Kiosk*

Jump start your kiosk strategy with our software development kit (SDK). SDKs accelerate the creation of digital applications and help create a unified travel experience across all channels. Our browser-based B2C kiosk app has over 60 common functionality components and a connector package with our most popular products, like New Skies, Travel Commerce and Navitaire Loyalty.

*This functionality is at an early stage of its deployment and only available to approved beta users. Navitaire reserves the right to modify the functionality in any respect during or after the beta phase and does not commit to any particular functionality unless and until a formal contract amendment is executed.

¹International Air Transport Association (IATA). (2018) Global Passenger Survey 2018. Quebec, Canada: IATA

²Société Internationale de Télécommunications Aéronautiques (SITA). (2019) 2019 Passenger Insights. Brussels, Belgium: SITA

³Retrieved 25 March 2020 from <https://www.statista.com/statistics/493957/check-in-method-airline-passengers/>

⁴Retrieved 25 March 2020 from <https://www.oag.com/the-airport-delight-report-humans-vs-machines-2019?submissionGuid=1f8ff0ac-0811-4f47-a15f-688fb9600379>

GoNow helps you

- Consistently and accurately enforce policies and fees
- Promote ancillary sales
- Improve efficiency at airports
- Enhance passenger experience
- Implement unique business rules

New ways to delight travelers

- eGates for more streamlined boarding
- Message Facilitation for Automated Document Check to automatically verify every traveler has the correct documentation before boarding
- Self-tagging for luggage – at home or at the airport
- Biometric boarding for secure passenger validation

Learn More

To learn more about how GoNow can help you streamline processes and improve efficiencies, visit www.navitaire.com/gonow-day-departure.