

Plan3

**The passenger disruption management platform
you and your passengers will love.**

PRODUCT FACTSHEET

150 Million passengers have a significant delay or cancellation every year.

It is estimated that disruption events cost the airline industry **\$60B annually**; 4-8 percent of an airlines gross revenue. With the data teams need locked inside separate, siloed systems, a lack of real-time visibility and interconnected inventory results in hours of man-power required to manually resolve a passenger disruption event.

It's painful for operations teams, with the outcome most felt by the frustrated passenger.

In order to overcome this industry problem effectively, a turn-key, fully automated technology platform is required - Plan3 is that solution, and here are the product features.

Feature:**Zero integration required****Benefit:**

Minimal IT requirement, up and running in just a few hours

Explanation:

Plan3 is an agnostic cloud-based webapp that runs completely independent of the passenger service system (PSS) and other existing data silos. Flight schedule data and reaccommodation inventory (flights, hotels, ground transportation, vouchers, refunds) are powered by third-party data integrations, opening up an array of interlining availability to airlines without the complexities.

With only passenger contact information required to fully activate Plan3, airlines get all the benefits of without the IT headache.

Feature:**Issues dashboard****Benefit:**

Immediately identify potential disruption issues in real-time

Explanation:

As potential disruption issues arise across a fleet, they are visually flagged in Plan3's 'issues dashboard', a single view that highlights where action needs to be taken.

Issues include delays by time duration and flight cancellations. The number of passengers impacted by each flagged issue is presented, ready for options to be created to resolve the problem at a passenger-level.

Feature:**Options builder****Benefit:**

Effortlessly create bundled solutions for passengers, on your terms

Explanation:

In response to flagged disruption issues, Plan3's unique 'options builder' enables operations customer care teams to provide solutions to passengers in a matter of minutes. The step-by-step tool can be likened to adding items to your online shopping cart before hitting checkout - new flights, hotel accommodation, ground transportation, meal vouchers, refunds - each item can be added to an option following business rules and airline policies, mitigating the risk of fines from regulators.

The passenger is notified of the options and directed to a passenger information page to select a solution that best fits their requirements and context.

Feature:**Passenger information page****Benefit:**

Communicate and empower the passenger to self-serve

Explanation:

Plan3's self-serving passenger information page (PIP) is accessed by passengers via their own personal smart device or computer.

Passengers make their individual selection from options published by the airline, empowering a seamless onward journey without the need to interact with airline staff at the airport or via call centres.

Feature:**Fulfilment automation****Benefit:**

Reduce overhead and increase employee bandwidth

Explanation:

Once the passenger confirms their desired solution from the passenger information page, all components sitting within the selected option are booked automatically, with confirmation sent directly to the passenger.

Airline operations care teams do not need to manually intervene, Plan3 takes care of everything ensuring a smooth onward journey for the disrupted passenger.

Feature:**Real-time reaccommodation components****Benefit:**

With direct control over options provided to pax, airlines save money

Explanation:

As an end-to-end tool for passenger disruption management, Plan3 provides a comprehensive set of reaccommodation components from third-party providers, all instantly available in real-time.

These include:

- ✦ The airline's available flight inventory
- ✦ Bookable interlining flight inventory from all published airlines
- ✦ Best-rate hotel accommodation availability
- ✦ An array of bookable ground transportation options
- ✦ Meal vouchers and coupons
- ✦ Refund functionality with incentive voucher option
- ✦ Stand-alone gift vouchers

Feature:**For crew, too****Benefit:**

One system handles disrupted passengers and displaced crew members

Explanation:

Plan3 is also built to serve the needs of airlines with displaced crew members. The system can essentially treat the crew member as if they are a passenger, only they are flagged in the system as crew from the flight manifesto.

This enables the airline operations team to apply a preferred option to this group versus regular passengers.

Feature:**Zero fixed monthly costs, or setup fee****Benefit:**

Only pay for Plan3 when it helps you fix problems!

Explanation:

As airlines focus on revenue recovery and rebuilding margins, Plan3 customers only pay when they are solving actual problems with our service.

There is no up-front setup fee, and no flat monthly fee to run the platform.



Sveinn Akerlie
CEO, AviLabs

Sveinn has a long-term background in aviation with more than five thousand hours under his belt flying Airbus and Boeing aircraft as a pilot, combined with over twenty years developing software, starting his first successful software company at the age of nineteen.

He has worked for numerous airlines such as Ryanair, Astraus and WOW air where he became CIO of WOW labs. WOW labs had 70 people working on innovative new ideas within the airline industry and that's where the idea for Plan3 was born.

Sveinn sits on the board of Advisors and is a keynote speaker at the Future Travel Experience industry think tank and events.



Simon Dempsey
CCO, AviLabs

Simon is an experienced commercial leader of over eighteen years, with a background in digital product adoption for enterprise clients including Hilton Worldwide, Alaska Airlines and Airbus.

With almost a decade of aviation industry experience and a strong product background, Simon has brought award-winning solutions to the market, generating measurable impact for enterprise customers in the travel sector.

As a former CEO and MD, Simon is a keynote speaker and advisor to the Future Travel Experience industry think tank and events.



Steinar Karl Kristjánsson
COO, AviLabs

Steinar manages the development team at Plan3. With a strong background in project management in the software development sector, Steinar has over eighteen years of experience in management. He has worked as a CTO and COO in successful software companies, including various technical positions in the telco industry. Steinar was formally Head of IT and Head of Platform in WOW Labs, responsible for both core infrastructure and software development for numerous teams.



Harpa Hermannsdóttir
CFO, AviLabs

Harpa is seasoned financial officer and was the former Head of Treasury at Wow Air, and CFO of Alfreð/Stokkur software.

Harpa holds a masters degree in accounting and B.Sc. in Business with focus on finance. She is also certified in corporate finance with a strong focus on analysis and detailed work that demands precision and patience.

Harpa is also an active lecturer.

Built by aviation industry people

Iceland-based AviLabs is the company behind the Plan3 product. Founded in 2018, AviLabs are a dedicated team with extensive experience in software development for the aviation industry.

Many of the development team previously worked at WowLabs, the technology and innovation arm within Iceland's former low cost carrier, Wow Air. Sveinn Akerlie, CEO of AviLabs, was the former CIO at Wow Air. Additionally, key members of the Plan3 team have first-hand experience dealing with passenger disruption management.

If we can help your airline solve passenger disruption challenges, simply make contact via our website to request a live demo of Plan3.

We are always keen to learn from the industry and welcome hearing from airlines and aviation sector partners as we work together to improve the passenger experience.

Request a demo at plan3.aero