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**Breaking organizational silos
for a great customer experience**

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Product Manager
Passenger Experience

Product Manager
Operations



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We make low cost feel good!



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Our daily challenges

Passenger



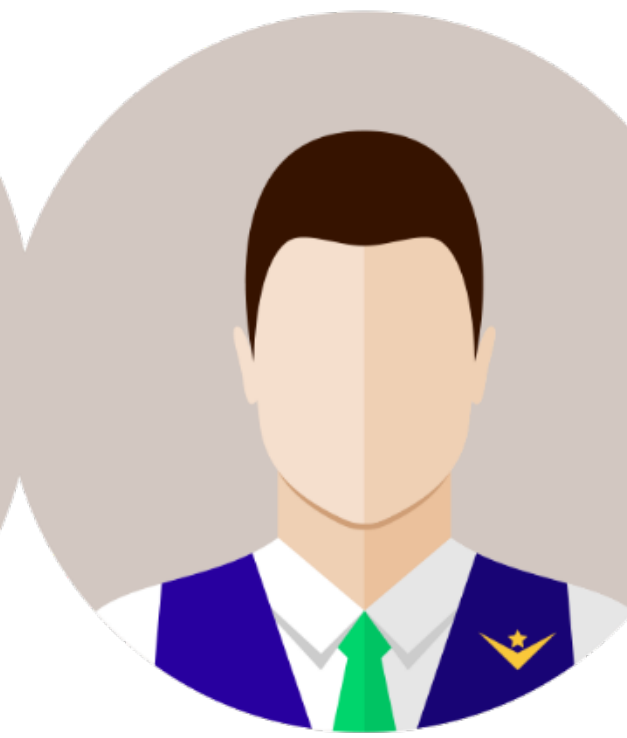
Cabin crew



Operations
Control Center



Gate Agent

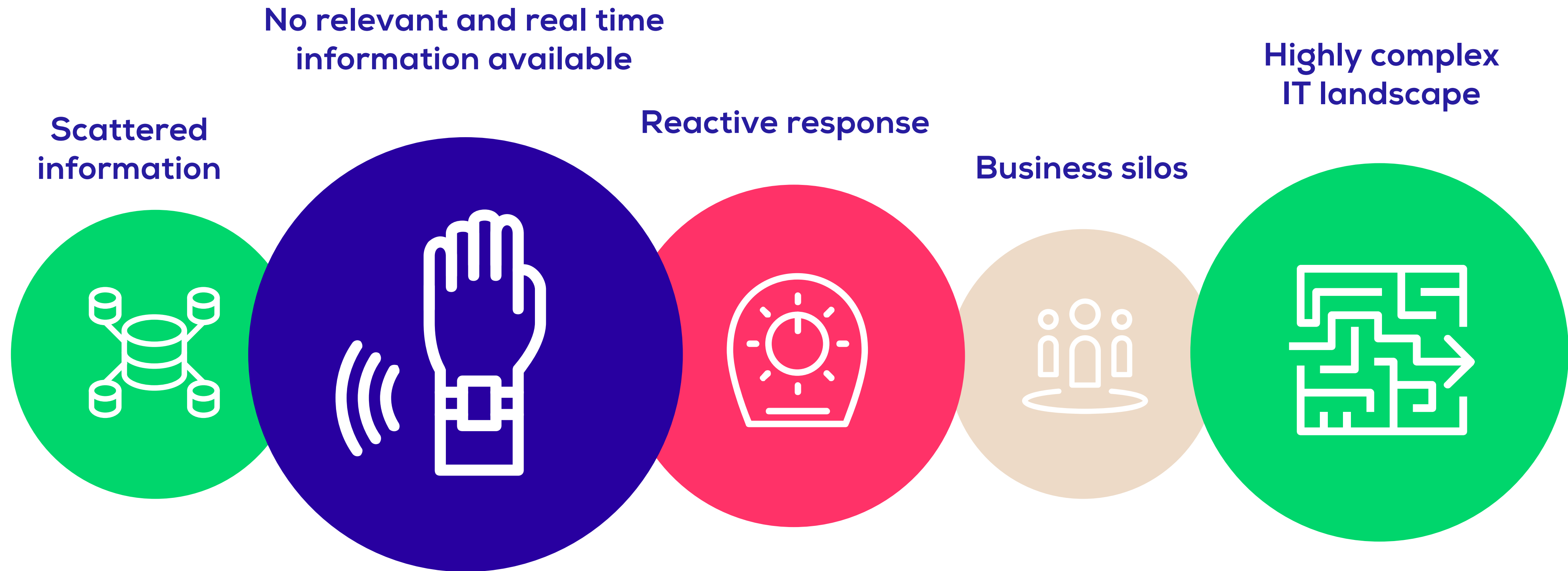


Customer Service



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Our daily challenges



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Integrating our customer, flight, and employee journey



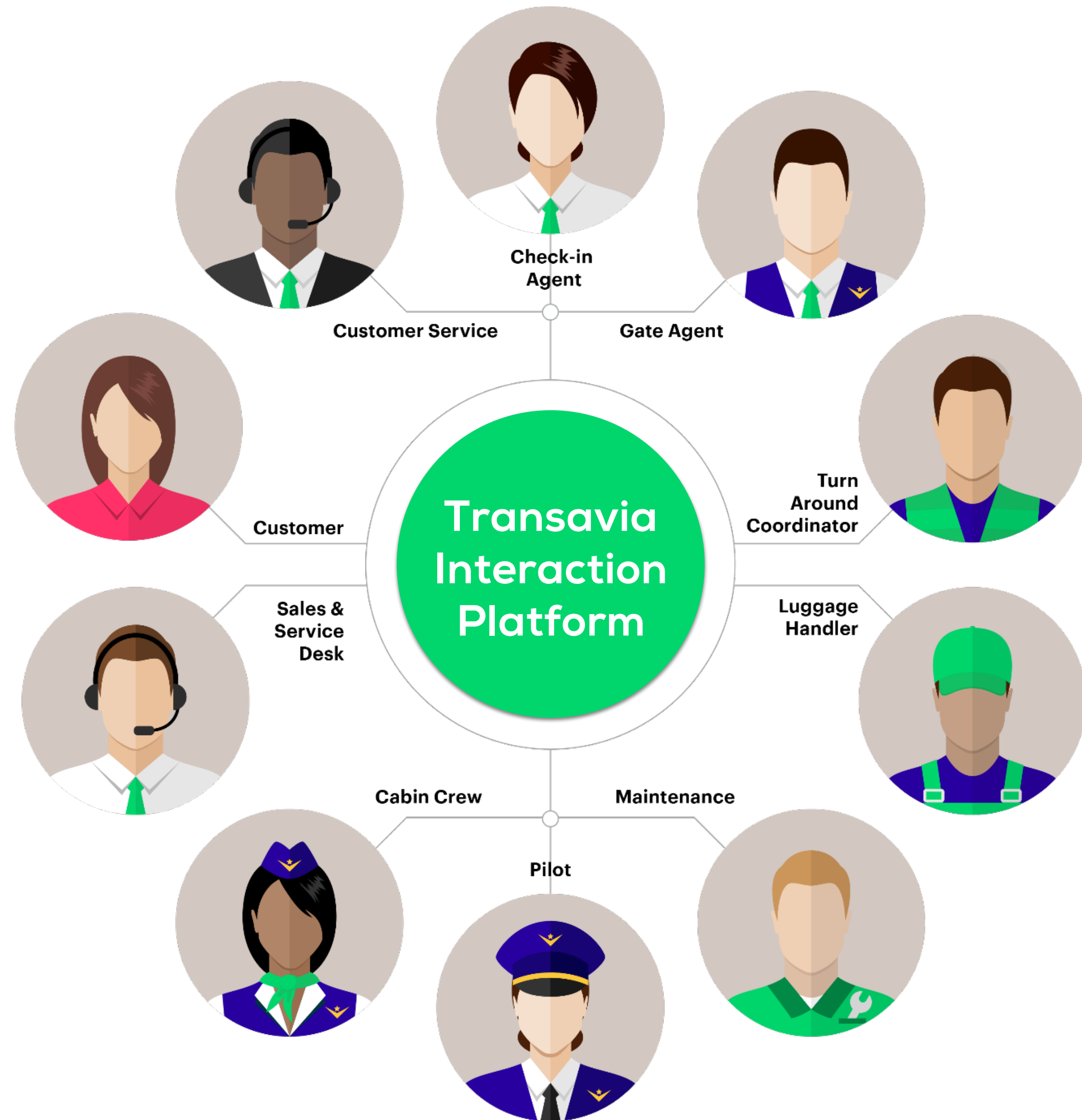
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Transavia Interaction Platform

accenture



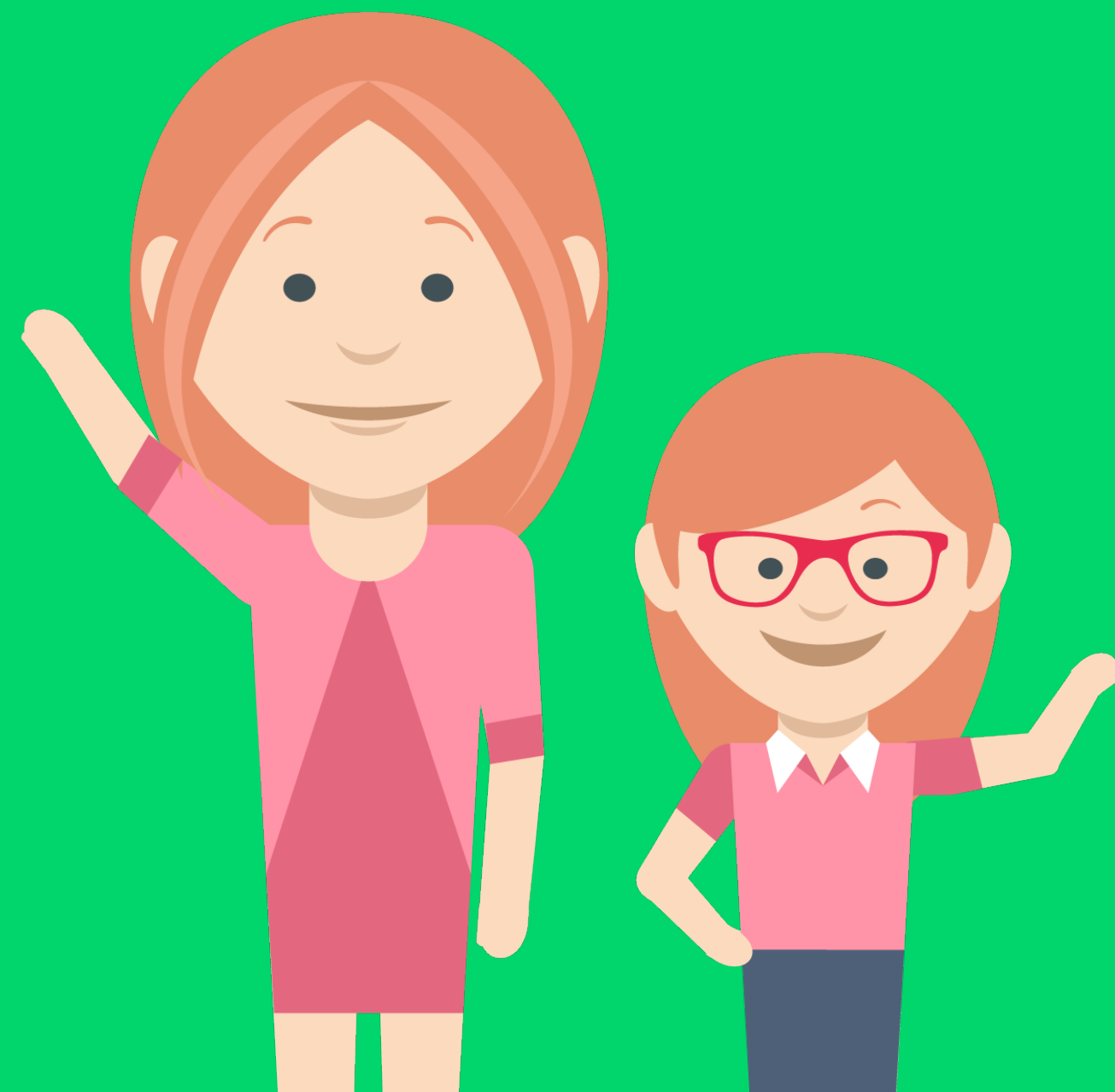
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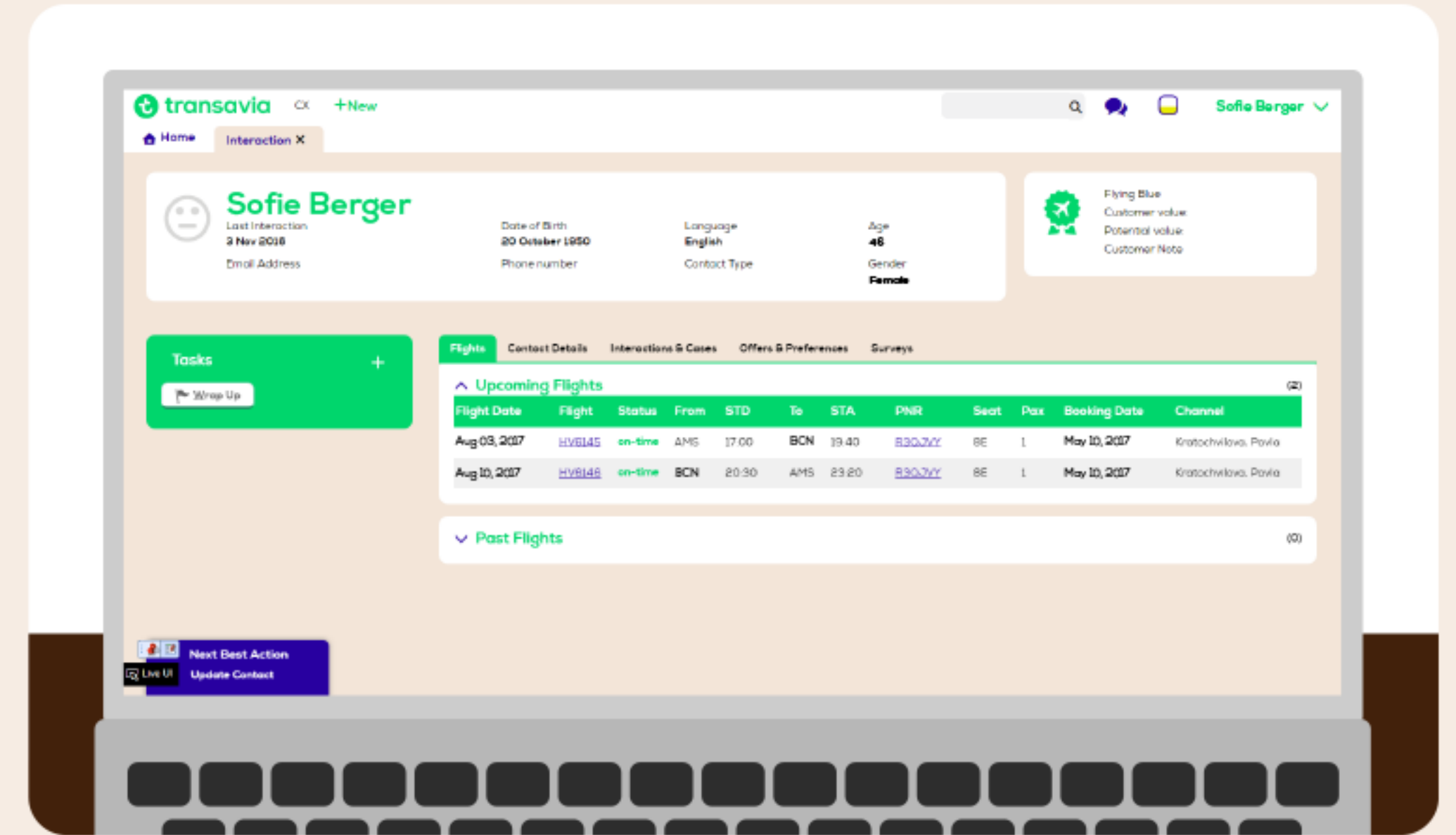
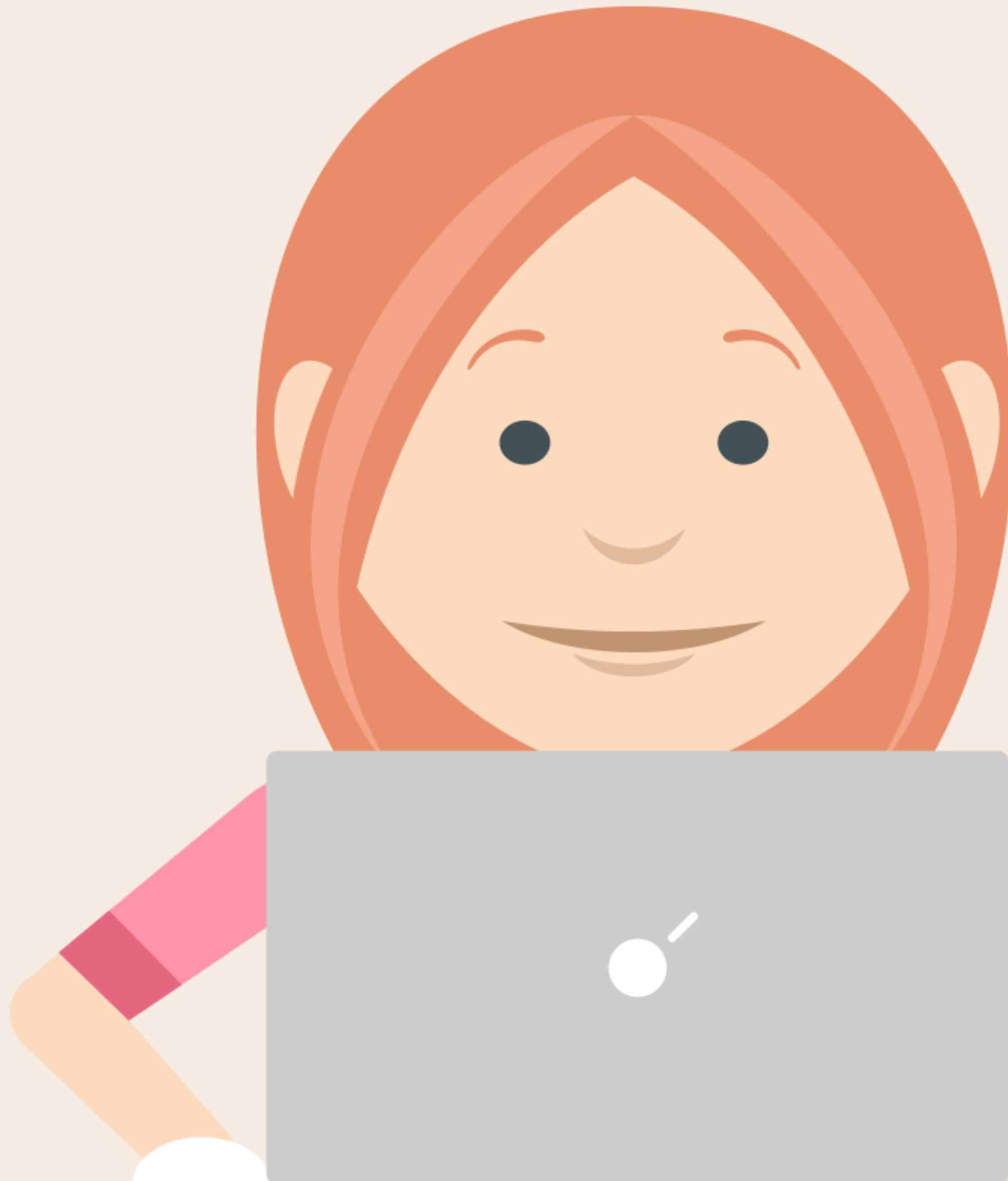
The journey of Sofie and Lisa



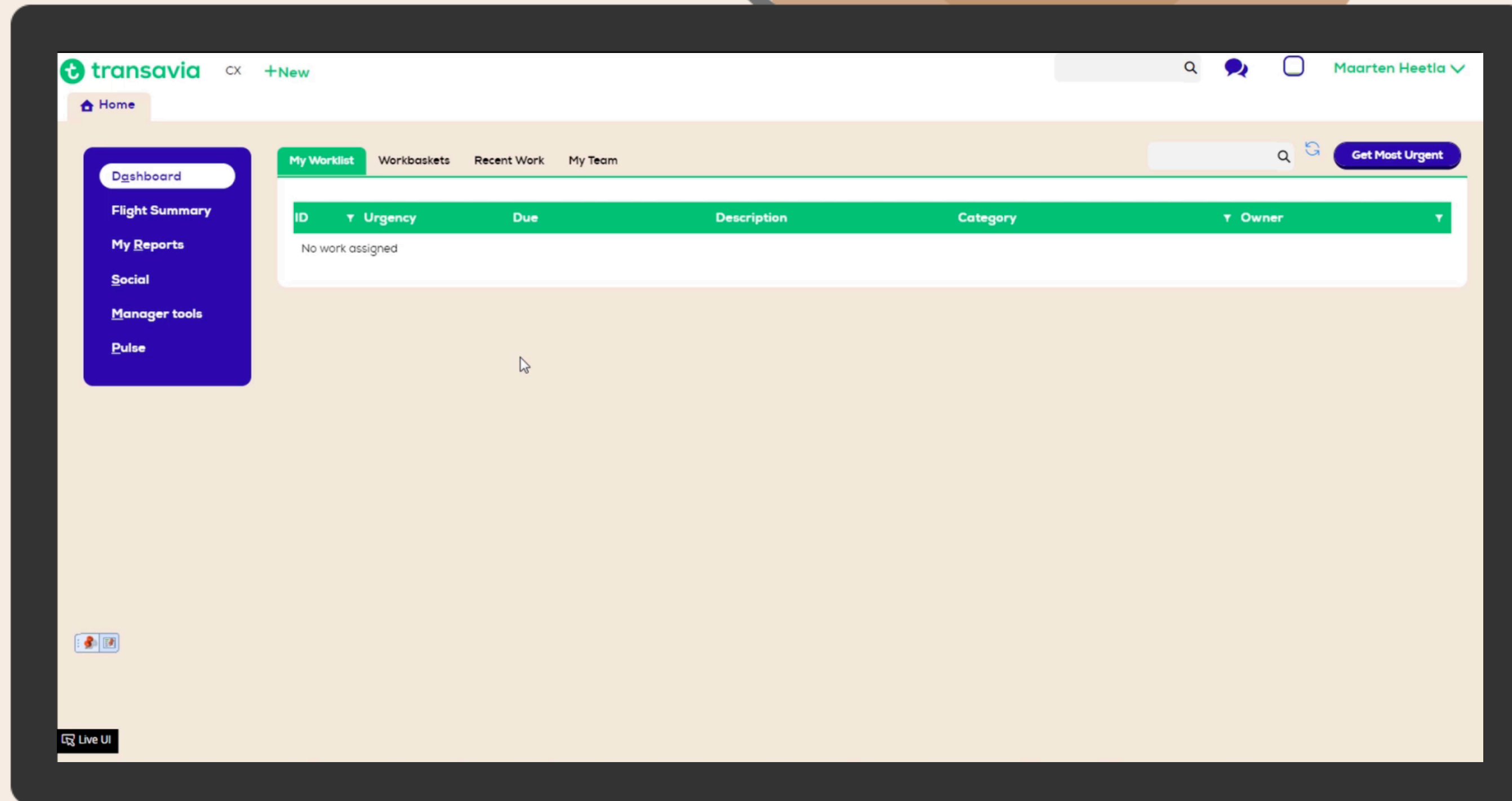
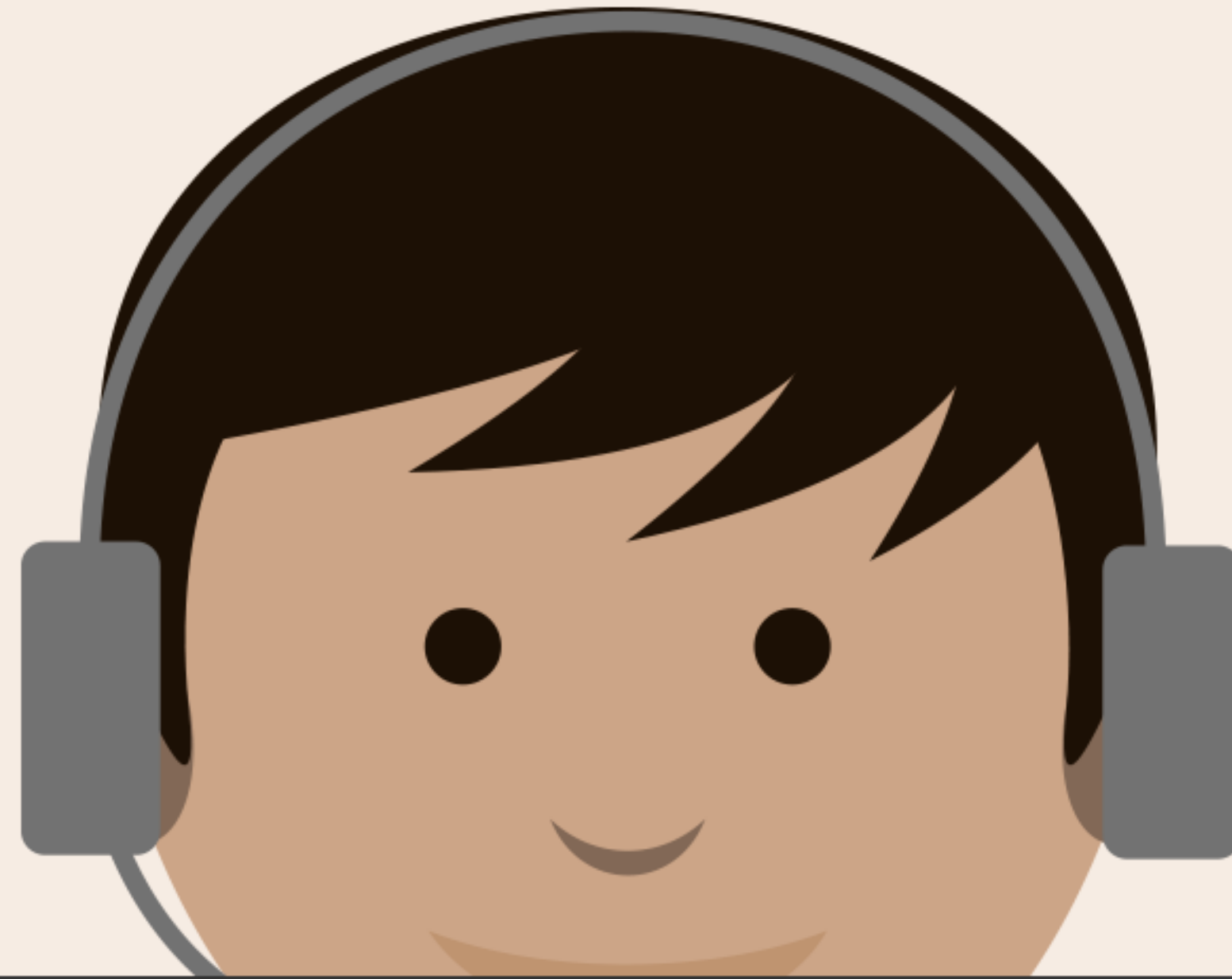
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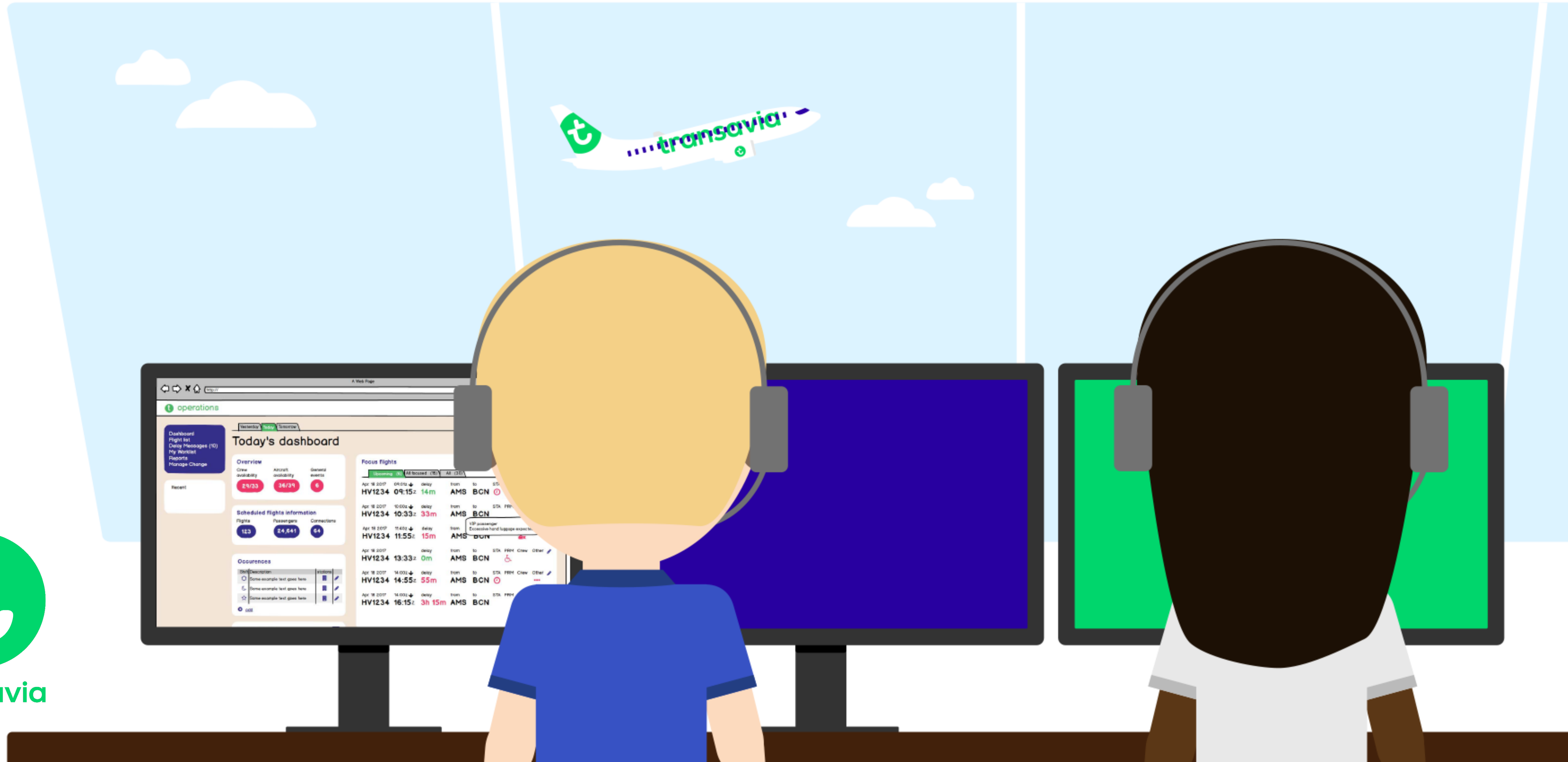
Book a flight



Pre-travel



Flight Preparation



Flight Preparation



A screenshot of a web-based flight operations dashboard. The browser address bar shows "http://". The page title is "operations" and the user is logged in as "Max Martinez". The dashboard is titled "Today's dashboard" and shows the date "18 Apr 2017".

Overview

- Crew availability: 29/33
- Aircraft availability: 36/39
- General events: 6

Scheduled flights information

- Flights: 123
- Passengers: 24,641
- Connections: 64

Occurrences

Shift	Description	stations
☰	Some example text goes here	📄 ✎
🌙	Some example text goes here	📄 ✎
☆	Some example text goes here	📄 ✎

Focus flights

Upcoming (6) | All focused (15) | All (30)

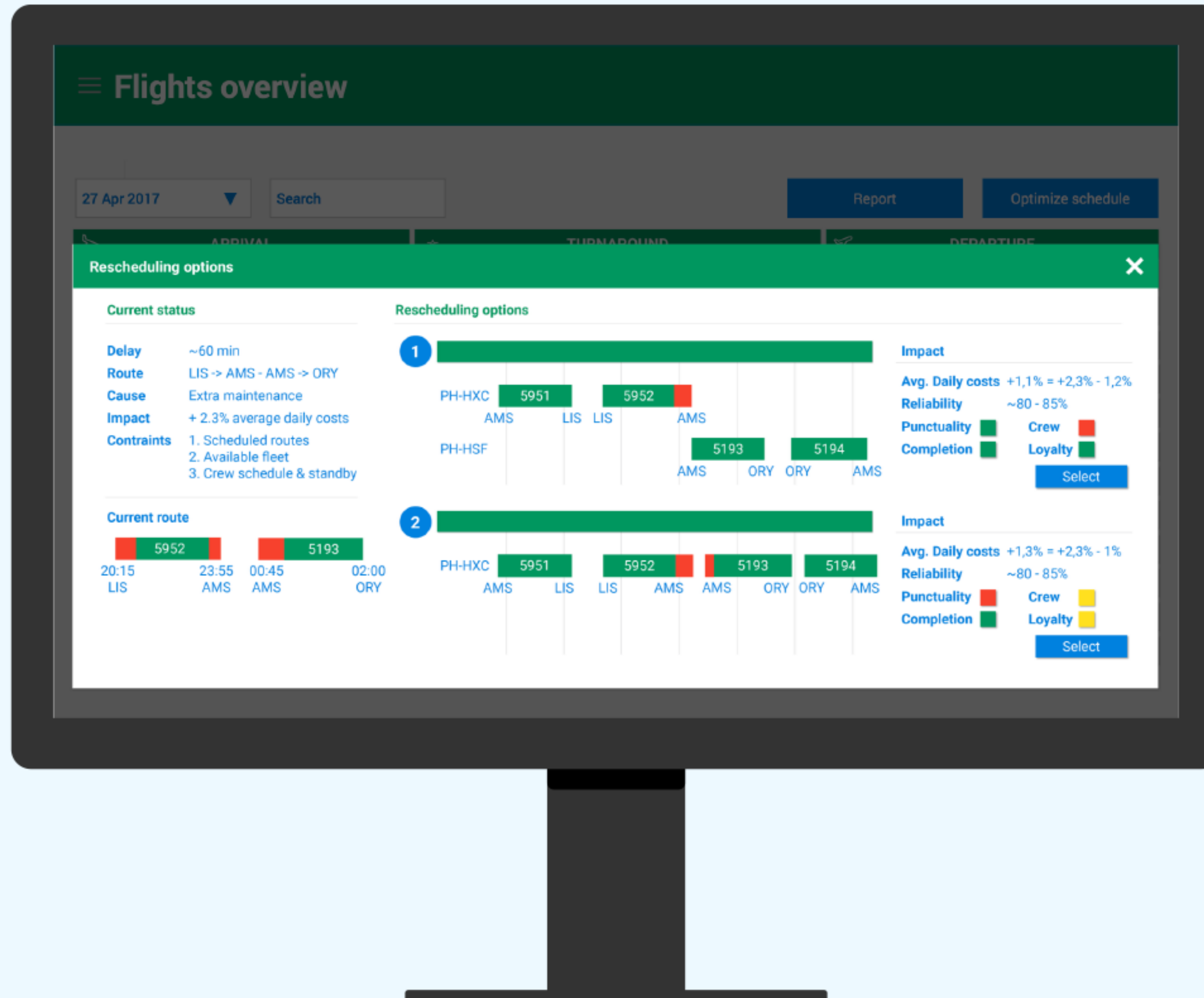
Date	Time	Status	From	To	STA	PRM	Crew	Other
Apr. 18 2017	09:01z	delay 14m	AMS	BCN	🕒	♿		✎
Apr. 18 2017	10:00z	delay 33m	AMS	BCN				✎
Apr. 18 2017	11:40z	delay 15m	AMS	BCN				✎
Apr. 18 2017	11:55z		AMS	BCN				✎
Apr. 18 2017	13:33z	delay 0m	AMS	BCN		♿		✎
Apr. 18 2017	14:00z	delay 55m	AMS	BCN	🕒			✎
Apr. 18 2017	14:55z		AMS	BCN				✎
Apr. 18 2017	16:15z	delay 3h 15m	AMS	BCN				✎

A tooltip is visible over the 11:55z flight row, containing the text: "VIP passenger", "Excessive hand luggage expected".



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Flight Preparation



Flight Preparation

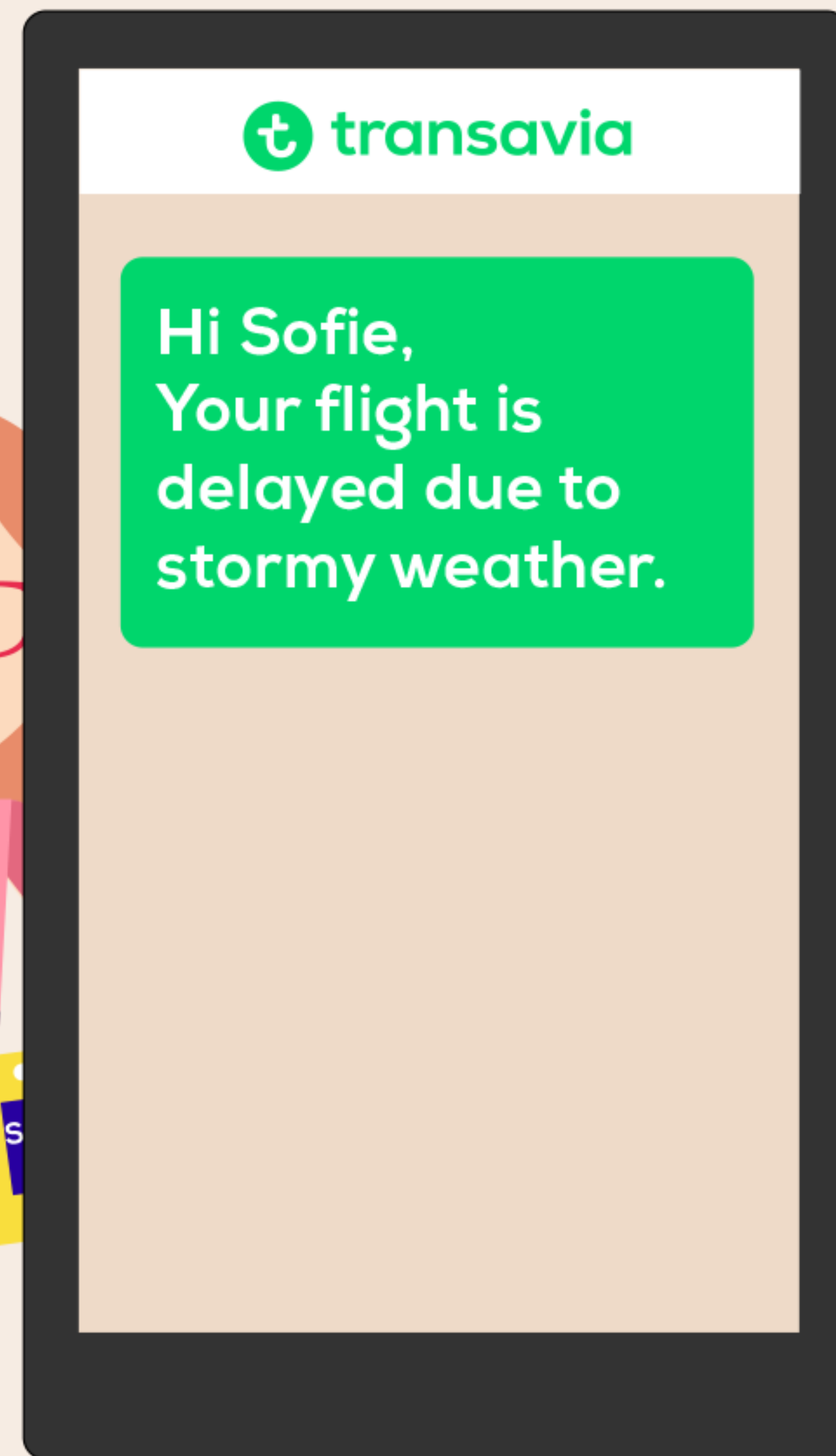
The screenshot shows the Transavia OCC (Operational Control Center) interface. At the top left is the Transavia logo and 'occ'. At the top right is the user name 'Maarten Heetla'. The interface is divided into several sections:

- Left Sidebar (Dark Blue):** Contains navigation links: 'Dashboard', 'Delay Messages 500', 'My Worklist', 'Reports', and 'Manage Change'.
- Recent (White):** Lists recent flight numbers: HV5135, HV5136, HV5167, HV5136, and HV5135.
- Filters (Green):** A section for filtering flights with fields for:
 - Flight:** Operator Number (HV, 5135) and Aircraft Reg. Code (eg ABCDE).
 - Departure:** From airport (eg AMS or Schiphol).
 - Arrival:** To airport (eg ORY or Paris).
 - Date:** 01/09/2017.
 - Buttons for 'On Time' and 'Delayed'.
 - Buttons for 'Clear filters', 'Apply filters', and 'Message filtered flights'.
- Flight Summary (White):** Displays flight details for HV5135:
 - Status:** On-Time
 - Reg. code:** PHHSK
 - Departure:** 10:25z from AMS, Gate N/A.
 - Arrival:** 12:35z at BCN, Gate N/A.

At the bottom left of the interface, there is a 'Live UI' indicator.

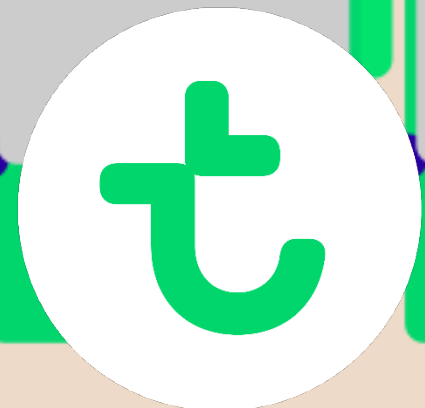
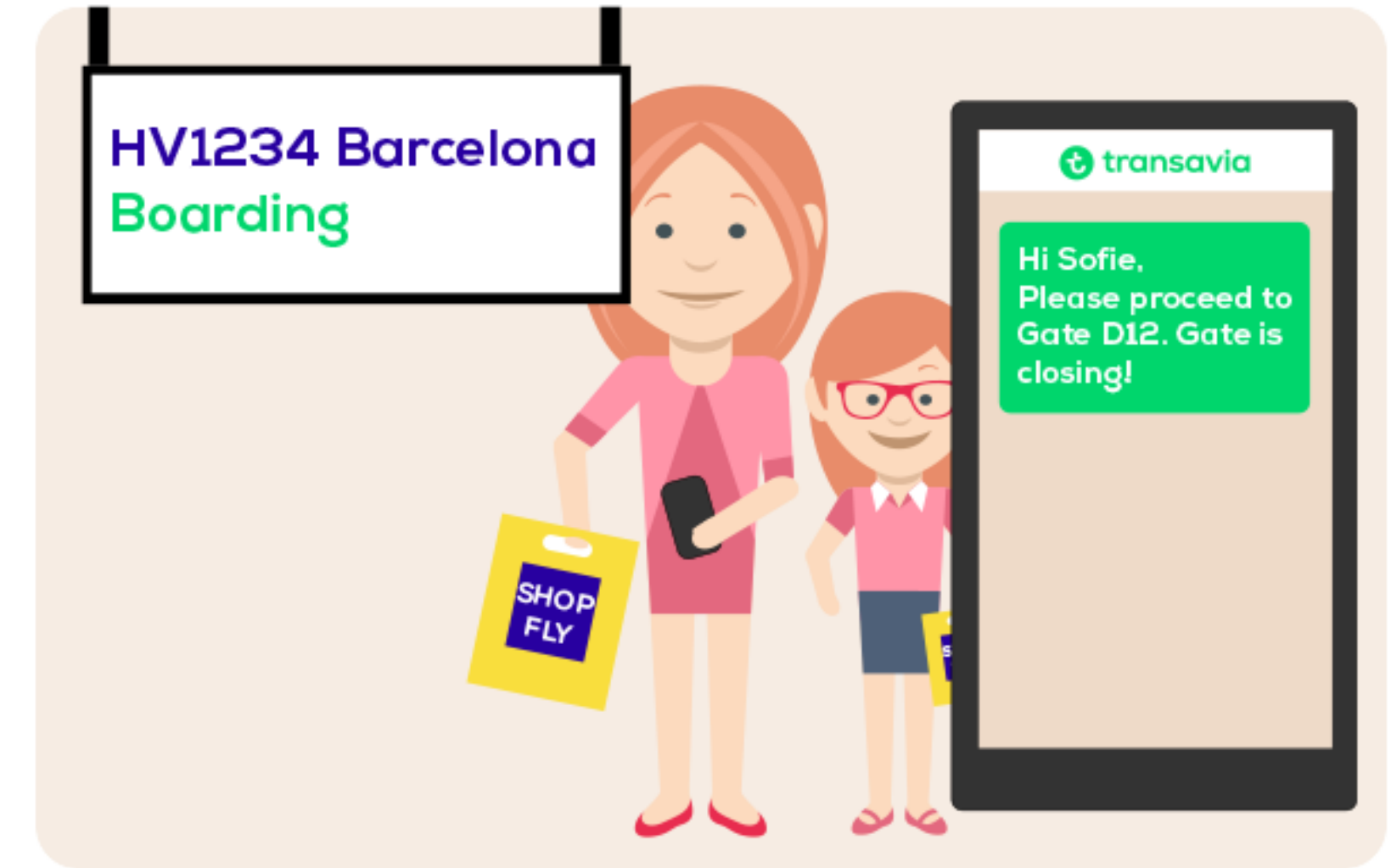
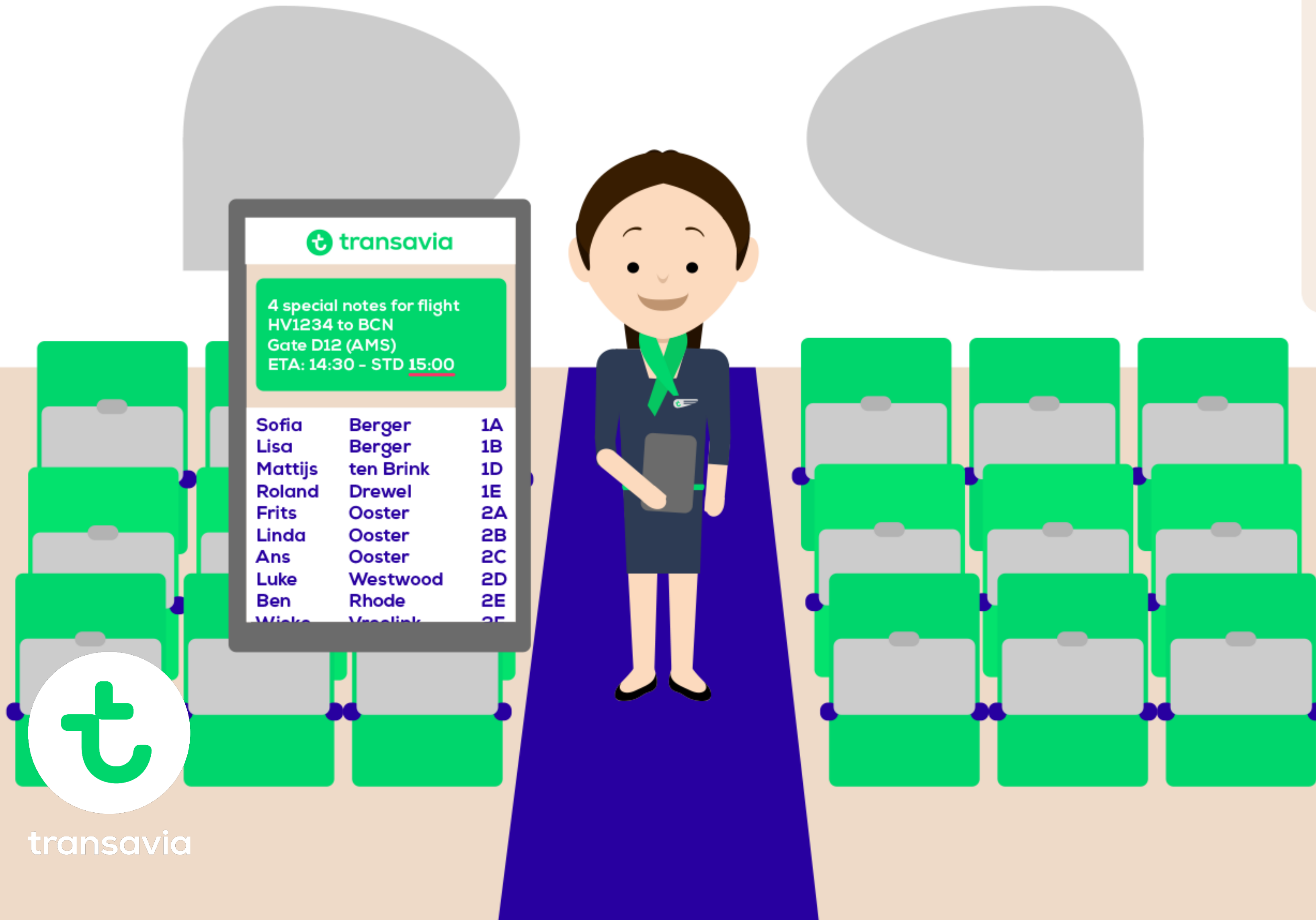


At the airport



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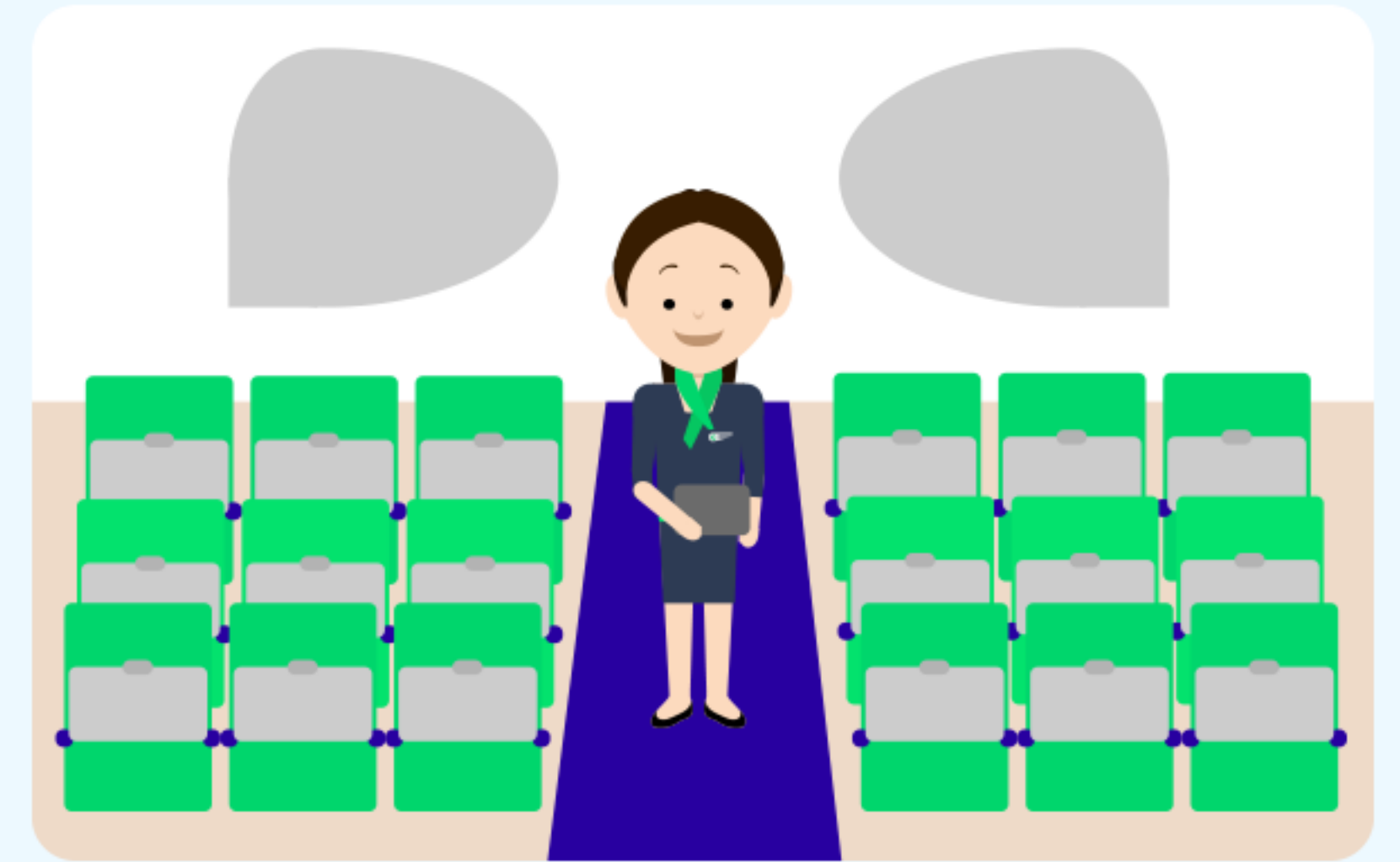
Boarding



On board

The screenshot shows the 'my flights' section of the Transavia mobile app. It displays two flight cards for the date Sep.01 2017. The first card is for flight HV5135, which is 'On-Time'. It shows a departure from Amsterdam (AMS) at 10:25z to Barcelona (BCN) at 12:35z. The second card is for flight HV5136, also 'On-Time', with a departure from Barcelona (BCN) at 13:20z to Amsterdam (AMS) at 15:45z. Both flights are operated by PHHSK. The app interface includes a top navigation bar with the Transavia logo, the user's name 'Aldo Faber', and a refresh button. Below the flight cards are tabs for 'Upcoming flights', 'Previous 48h flights', and 'Crew notifications'.

Flight	Status	Date	Reg. code	Departure	Airport	Gate	Arrival	Airport	Gate
HV5135	On-Time	Sep.01 2017	PHHSK	10:25z	AMS	N/A	12:35z	BCN	N/A
HV5136	On-Time	Sep.01 2017	PHHSK	13:20z	BCN	N/A	15:45z	AMS	N/A

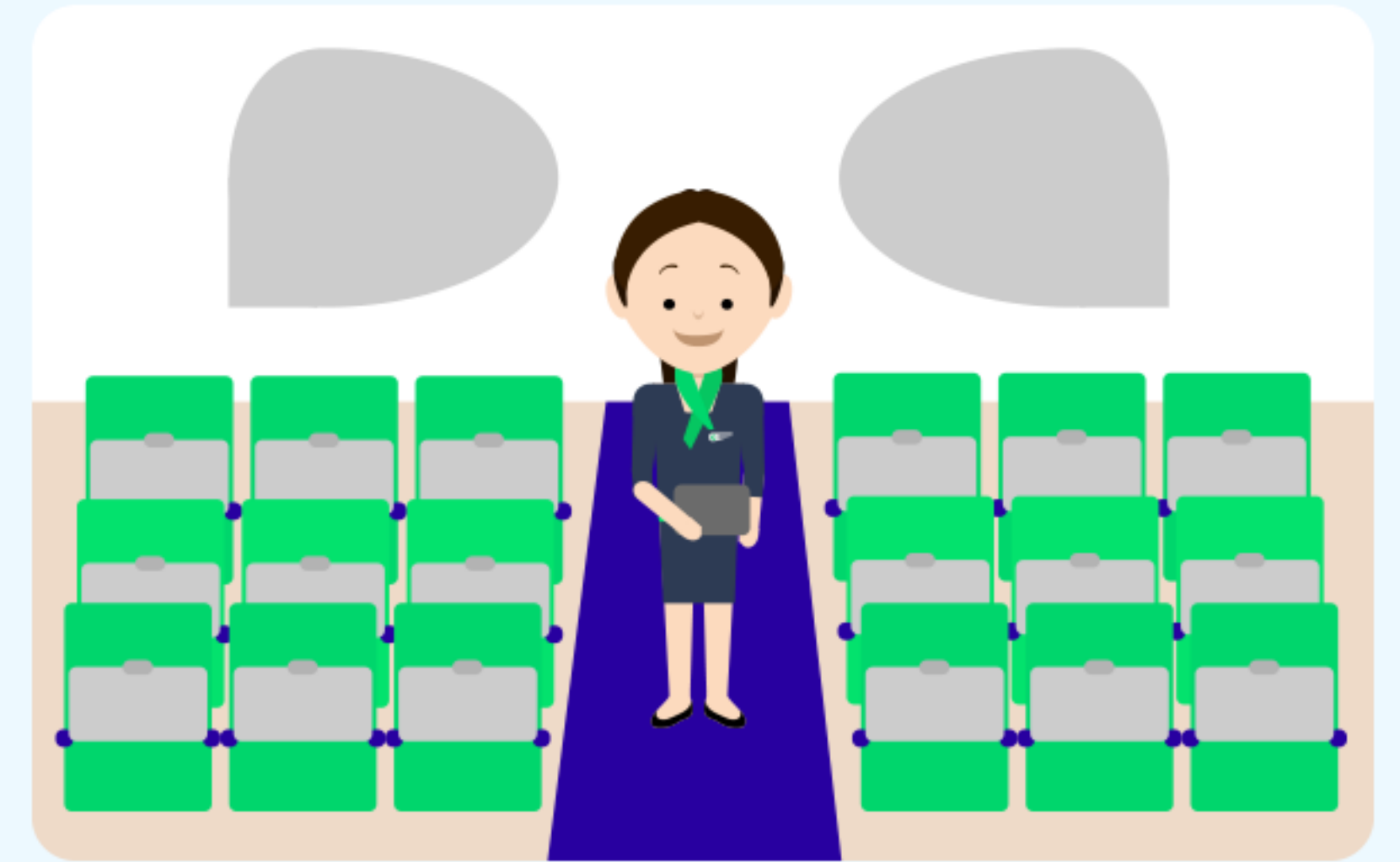


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On board

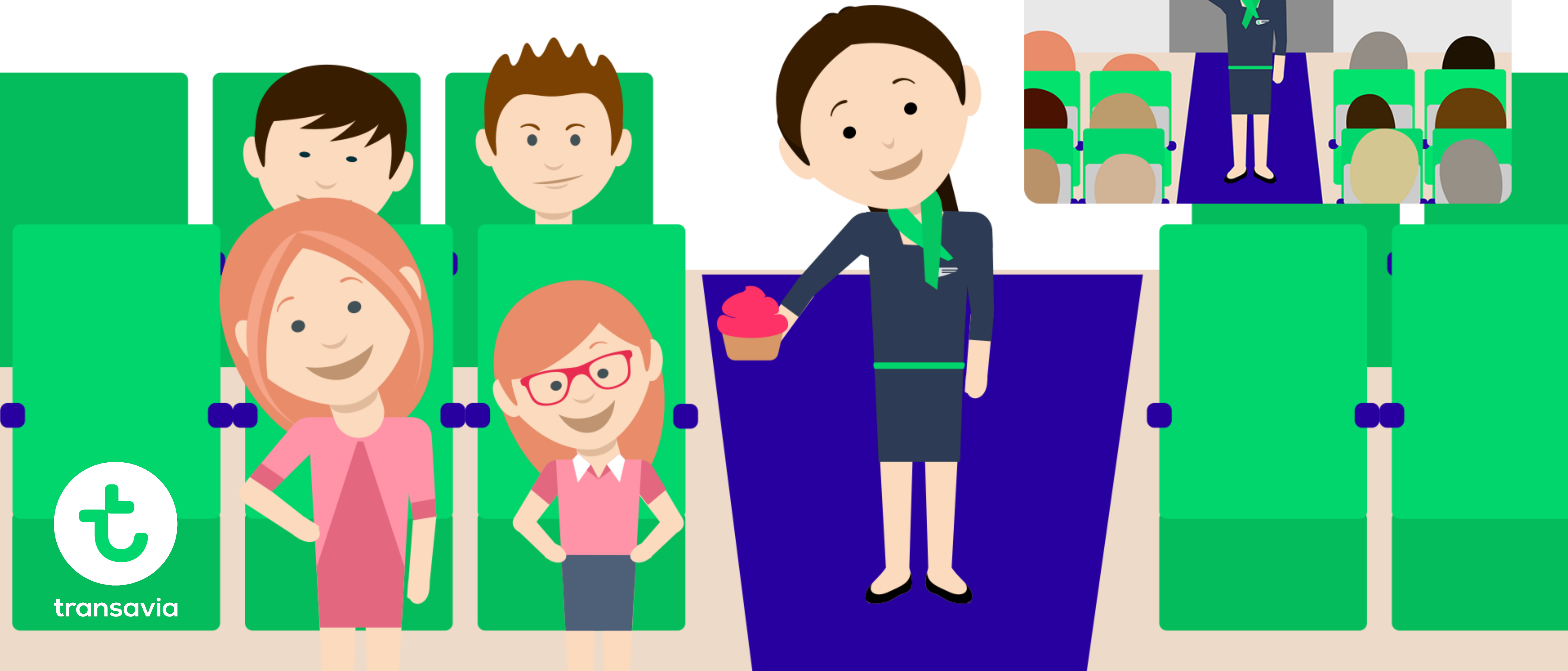
The screenshot shows the 'my flights' app interface on an iPad. At the top, it displays the time 18:09 and battery level at 45%. The user's name, Aldo Faber, is visible in the top right. The main section is titled 'Flight view' and shows details for flight HV5135, which is 'On-Time'. The flight is scheduled for Sep. 01, 2017, with registration code PHHSK. It departs from Amsterdam (AMS) at 10:25z and arrives at Barcelona (BCN) at 12:35z. Below this, there are two summary cards: 'Passengers' and 'Turnaround milestones'. The 'Passengers' card shows 78 males, 62 females, 4 PRMs, 28 children, and 4 infants, totaling 140 passengers. The 'Turnaround milestones' card shows two diagrams for 'First Flight' and 'Last Flight'. At the bottom, a 'Crew' table lists the following information:

Last Name	First Name	Role	Code
		CA2	KMI
		FOJ	UWQ
		FC	HJF
		PU	JKJ
		CA1	MNO



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On board

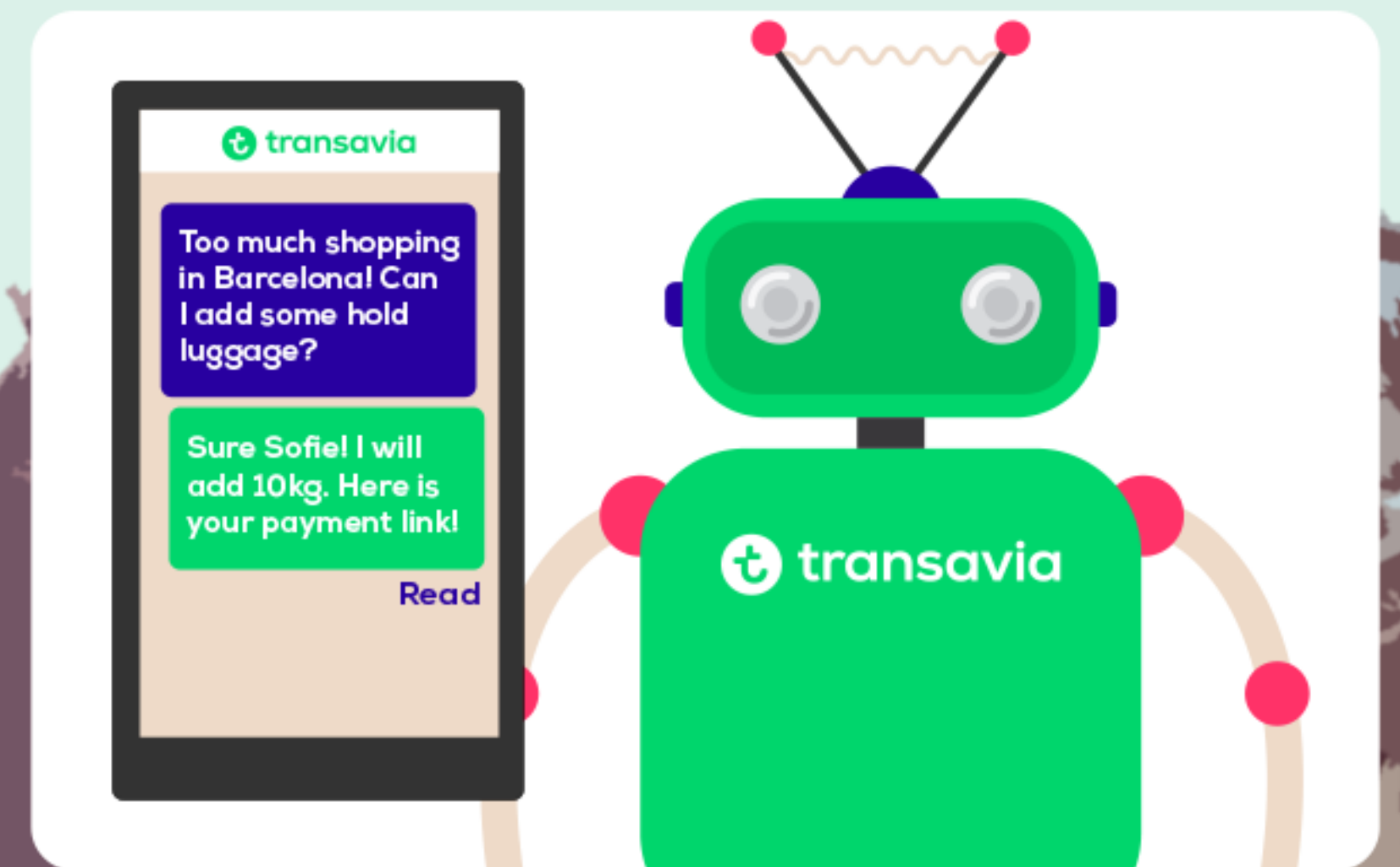
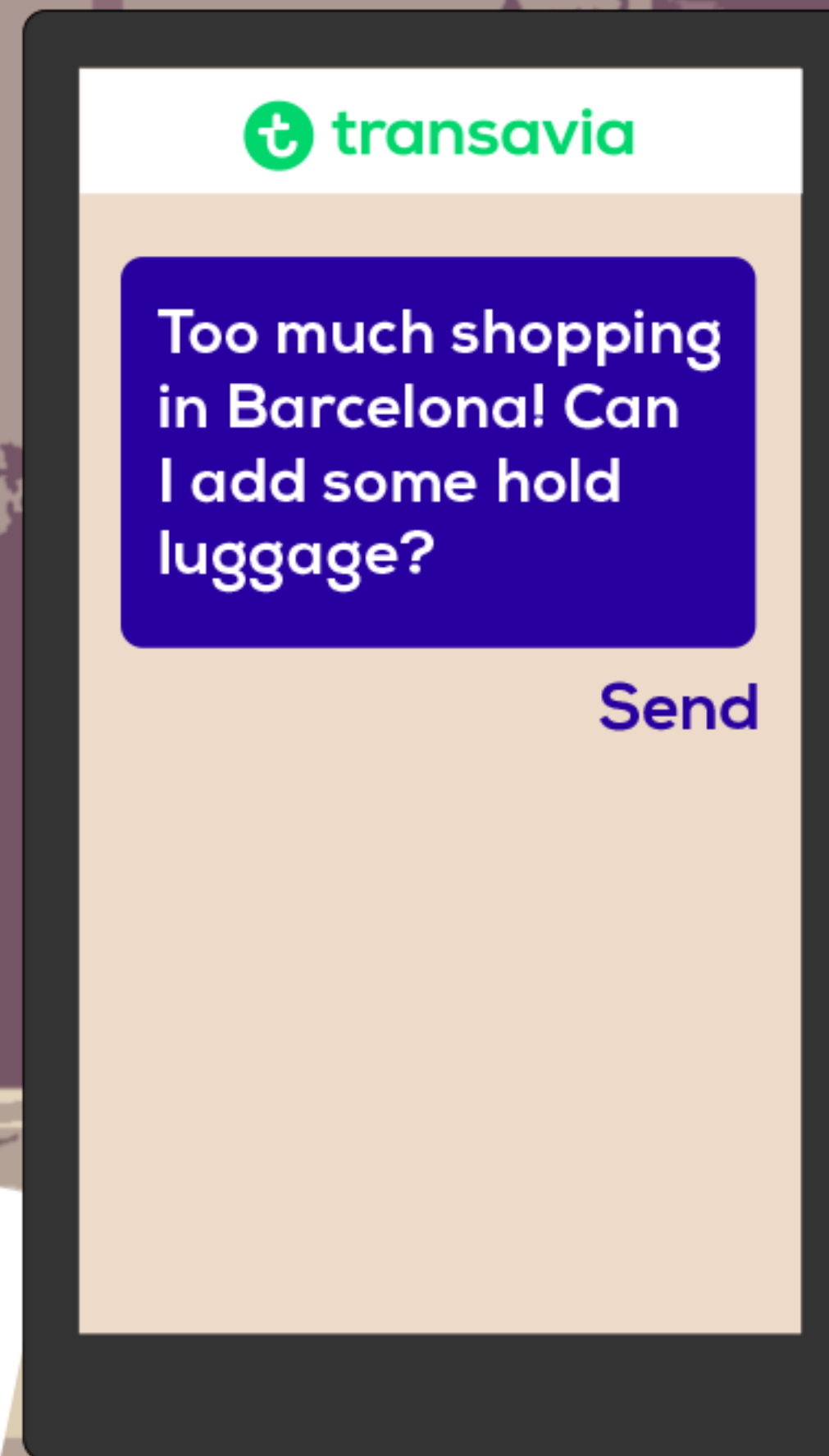


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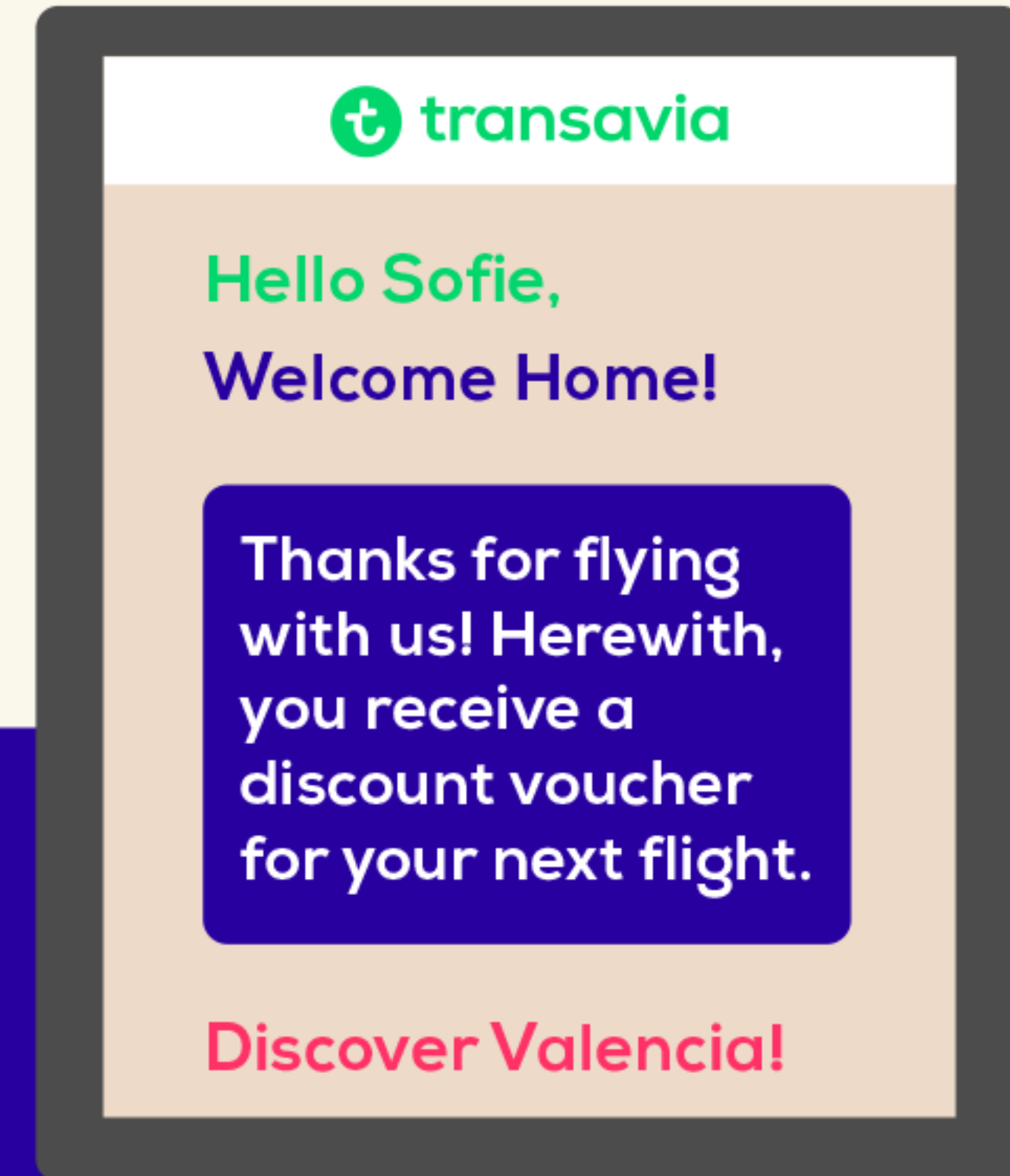
At destination



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Back home



Thank you!



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