AACO & IATA

Business Technology Forum

Programme

A Needed Paradigm Shift…
Making Travel Easier, Hassle-Free & Simple

8:30 – 8:50 UTC	Opening and Welcome
	   - IATA
	   - AACO

Session 1 – Helping Airlines Manage Global Crises

8:50 – 9:20 UTC **Panel**	Aviation is in the middle of the worst crisis that has ever befallen on the world since world war II. The COVID-19 pandemic, which started in China almost a year ago, quickly became the biggest challenge that humanity has faced in 75 years. This crisis has an unprecedented depth that affected all sectors worldwide where aviation was hit most. In this session, speakers shall address their vision and strategy in helping airlines manage the current crises and be prepared for future ones through: • Management of cost • Customer interaction • Technology conversions in this new evolving environment • Resolving bottlenecks in technology adoption across the aviation supply chain

Session 2 – Simplifying Air Travel Processes and Making the Customer Journey Hassle-Free

9:20 – 9:50 UTC **Panel**	**Part 1: Airline Side** The airline industry has transformed air travel and provided global connectivity across the globe by continuously adopting new innovations to simplify the flying experience and digitally transforming it to a tech-savvy and customer centric industry. However, that comes at a huge cost at times where other sectors adopt similar technologies which are open source (plug & play) and at a lower cost. In this session, speakers shall address why airlines are continuously faced with high costs for adopting technologies which are already available in the market through: • Why the cost of adopting biometrics in the mobile industry is much less than the airlines' industry? • When should airlines expect to see new open-source platforms and replace the current systems? • Provider's vision and plans to have an easier and simpler travel experience

9:50 – 10:20 UTC Presentations	**Part 2: Airport Side** Digital identity & biometrics are actually the transformation of the online identity adopted globally since the rise of the internet. Digital identities are becoming the foundation of our rapidly evolving technology-based and data-driven economy, industries, and society. It is a trend across all sectors. However, what is missing is the interoperability amongst those sectors. In this session, speakers shall address the status of digital identity in the travel sector through: • What challenges the air travel industry is currently facing? • How can industry stakeholders truly achieve interoperability? • What are the current obstacles towards achieving that? • How can we agree on global standards for a digital identity that could be trusted and recognized by the industry and governments?

Session 3 – Innovations in Digital Health & Various Travel Related Apps

10:20 – 11:20 UTC Presentations	There are daily announcements on launching new digital travel and/or health apps that would provide a certain service to customers, airlines, governments and other stakeholders. In this session, speakers will showcase their own digital solutions highlighting the added value for the airlines.

Wrap up & Closing