

This edition of videc's App in the Sky examines various features that airlines incorporate in their Android apps to enable passengers to manage their itinerary. Of the 107 global airlines reviewed in 1Q20, 31 were low-cost carriers (LCCs) and 76 were full-service carriers (FSCs). Offering itinerary management features has become a key element today due to the rising preference among travelers to use smartphones over desktops to manage travel on-the-go.



FLIGHT BOOKING HISTORY

All LCC and FSC apps analyzed in 1Q20 featured flight booking history as an option.

LOW COST CARRIERS

100%

FULL SERVICE CARRIERS

97%

AIRLINE APPS THAT DO NOT SUPPORT FLIGHT BOOKING HISTORY

FULL SERVICE CARRIERS



CHANGE/CANCEL BOOKINGS

Except one from FSC airline viz. Dana Air, all other LCC and FSC mobile apps offered users the ability to change or cancel their bookings through the apps.

LOW COST CARRIERS

100%

FULL SERVICE CARRIERS

99%

AIRLINE APPS THAT DO NOT SUPPORT CHANGE/CANCEL BOOKINGS

FULL SERVICE CARRIERS



MOBILE BOARDING PASS SUPPORT

1Q20 analysis reveal that 87% of the LCC apps offered mobile boarding pass in their apps, while only 76% of FSC apps supported the same.

LOW COST CARRIERS

87%

FULL SERVICE CARRIERS

76%

AIRLINE APPS THAT DO NOT SUPPORT MOBILE BOARDING PASS SUPPORT

LOW COST CARRIERS



FULL SERVICE CARRIERS



MOBILE CHECK-IN

84% of the total LCC apps analyzed in 1Q20 offered mobile check-in to their users as compared to 76% of FSC apps. The airlines that did not offer native mobile check-in experience redirected the users to their websites.

LOW COST CARRIERS

84%

FULL SERVICE CARRIERS

76%

AIRLINE APPS THAT DO NOT SUPPORT MOBILE BOARDING PASS SUPPORT

LOW COST CARRIERS



FULL SERVICE CARRIERS

