ITNERARY MANAGEMENT IN AIRLINE APPS 2Q20

This edition of **VIDEC's App in the Sky** examines the integrated itinerary management functionalities that power travelers to manage their itineraries in the most convenient way.

FLIGHT BOOKING HISTORY

Except Azman Air, Dana Air, all the other airlines offer flight booking services.

98%

AIRLINE APPS THAT DO NOT SUPPORT FLIGHT BOOKING HISTORY

DANA AIR | AZMAN AIR SERVICES LTD

CHANGE/CANCEL BOOKINGS

In 2Q20, all airlines except Nigeria-based Dana Air, offered modification and cancellation options on their apps

99%

AIRLINE APPS THAT DO NOT SUPPORT CHANGE/CANCEL BOOKINGS

DANA AIR

MOBILE BOARDING PASS SUPPORT

One would think that all airline apps would feature mobile boarding passes by now – but not really. A surprising 17% of the apps analyzed still do not issue mobile boarding passes via their apps.

92%

AIRLINE APPS THAT DO NOT SUPPORT MOBILE BOARDING PASS SUPPORT

AEROFLOT | AIRITALY | AIRCARAÏBES
airblue | FINNAIR | brussels airlines | DANA AIR
AIR INDIA express | transavia | Biman BANGLADESH AIRLINES | ANA
AZMAN AIR SERVICES LTD | tigerair | BRITISH AIRWAYS | IBERIA
Air transat | AIR NEW ZEALAND | CATHAY PACIFIC | virgin atlantic
Arik | scoot

MOBILE CHECK-IN

There has been a slight year-over-year increase in mobile check-ins. While 79% of the airline apps analyzed in 1Q20 offered mobile check-ins, it has increased to 82% in 2Q20. Airline apps which do not offer native mobile check-in experience typically redirect fliers to their websites.

82%

AIRLINE APPS THAT DO NOT SUPPORT MOBILE CHECK-IN

AEROFLOT | AIRITALY | AIRCARAÏBES
airblue | FINNAIR | brussels airlines | DANA AIR
AIR INDIA express | transavia | Biman BANGLADESH AIRLINES | ANA
AZMAN AIR SERVICES LTD | tigerair | BRITISH AIRWAYS | IBERIA
Air transat | AIR NEW ZEALAND | CATHAY PACIFIC | virgin atlantic
URAL AIRLINES | scoot | nokscoot

VIDEC'S App in the Sky is an infographic series based on our analysis of 118 airline Android-based apps. videc conducted the research in July 2020 to identify and assess flight shopping and booking functionalities, ancillary products, services, travel management tools, etc. integrated within the airline Android apps. The airline apps were evaluated on 54 unique aspects/components across various stages of app launch, flight search, booking, travel management, loyalty/customer logins, products sold, payment methods and customer support.

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