

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 118 global airlines reviewed in 2Q20, 36 were low-cost carriers (LCCs) and 82 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.

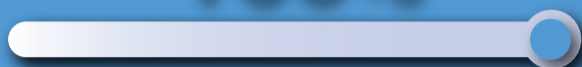


### FLIGHT BOOKING HISTORY

All LCC and 98% of FSC apps analyzed in 2Q20 included flight booking history.

LOW COST CARRIERS

100%



FULL SERVICE CARRIERS

98%



#### AIRLINE APPS THAT DO NOT SUPPORT FLIGHT BOOKING HISTORY

FULL SERVICE CARRIERS

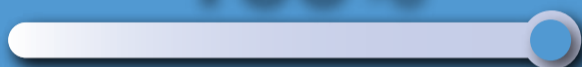


### CHANGE/CANCEL BOOKINGS

Except one from FSC airline – Dana Air, all other LCC and 99% of FSC mobile apps offered users the ability to change or cancel their bookings through the apps.

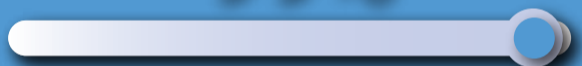
LOW COST CARRIERS

100%



FULL SERVICE CARRIERS

99%



#### AIRLINE APPS THAT DO NOT SUPPORT CHANGE/CANCEL BOOKINGS

FULL SERVICE CARRIERS



### MOBILE BOARDING PASS SUPPORT

2Q20 analysis reveal that 89% of the LCC apps offered mobile boarding pass in their apps, while 80% of FSC apps supported the same.

LOW COST CARRIERS

89%



FULL SERVICE CARRIERS

80%



#### AIRLINE APPS THAT DO NOT SUPPORT MOBILE BOARDING PASS SUPPORT

LOW COST CARRIERS



FULL SERVICE CARRIERS



### MOBILE CHECK-IN

86% of the total LCC apps analyzed in 2Q20 offered mobile check-in to their users, slightly tipping over the 80% ratio for FSC apps. The airlines that did not offer native mobile check-in experience redirected the users to their websites.

LOW COST CARRIERS

86%



FULL SERVICE CARRIERS

80%



#### AIRLINE APPS THAT DO NOT SUPPORT MOBILE BOARDING PASS SUPPORT

LOW COST CARRIERS



FULL SERVICE CARRIERS

