

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 3Q20, 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.

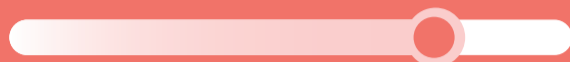


FLIGHT BOOKING HISTORY

83% LCC and 89% of FSC apps analyzed in 3Q20 included flight booking history.

LOW COST CARRIERS

83%



FULL SERVICE CARRIERS

89%

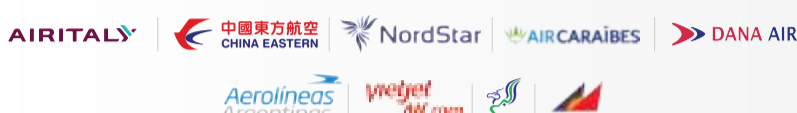


AIRLINE APPS THAT DO NOT SUPPORT FLIGHT BOOKING HISTORY

LOW COST CARRIERS



FULL SERVICE CARRIERS

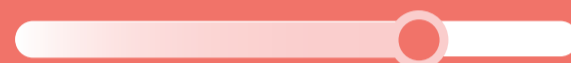


CHANGE BOOKINGS

78% LCC and 79% of FSC mobile apps offered users the ability to change or cancel their bookings through the apps.

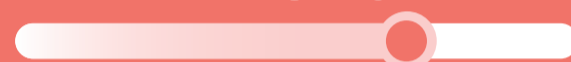
LOW COST CARRIERS

78%



FULL SERVICE CARRIERS

76%



AIRLINE APPS THAT DO NOT SUPPORT CHANGE/CANCEL BOOKINGS

LOW COST CARRIERS



FULL SERVICE CARRIERS



CANCEL BOOKINGS

47% LCC and 79% of FSC mobile apps offered users the ability to change or cancel their bookings through the apps.

LOW COST CARRIERS

47%



FULL SERVICE CARRIERS

79%



AIRLINE APPS THAT DO NOT SUPPORT CHANGE/CANCEL BOOKINGS

LOW COST CARRIERS



FULL SERVICE CARRIERS



MOBILE BOARDING PASS SUPPORT

3Q20 analysis reveal that 56% of the LCC apps offered mobile boarding pass in their apps, while 39% of FSC apps supported the same.

LOW COST CARRIERS

56%



FULL SERVICE CARRIERS

39%



AIRLINE APPS THAT DO NOT SUPPORT MOBILE BOARDING PASS SUPPORT

LOW COST CARRIERS



FULL SERVICE CARRIERS



MOBILE CHECK-IN

81% of the total LCC apps analyzed in 3Q20 offered mobile check-in to their users, slightly tipping over the 82% ratio for FSC apps. The airlines that did not offer native mobile check-in experience redirected the users to their websites.

LOW COST CARRIERS

81%



FULL SERVICE CARRIERS

82%



AIRLINE APPS THAT DO NOT SUPPORT MOBILE BOARDING PASS SUPPORT

LOW COST CARRIERS



FULL SERVICE CARRIERS

