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**OAG**METIS

# FLIGHT INFO ALERTS

Real-time change alerts to manage  
customers and operations smoothly.

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# The moment we receive a schedule changes from a carrier, we identify the change, verify the change and deliver instant notifications to you via Flight Info Alerts.

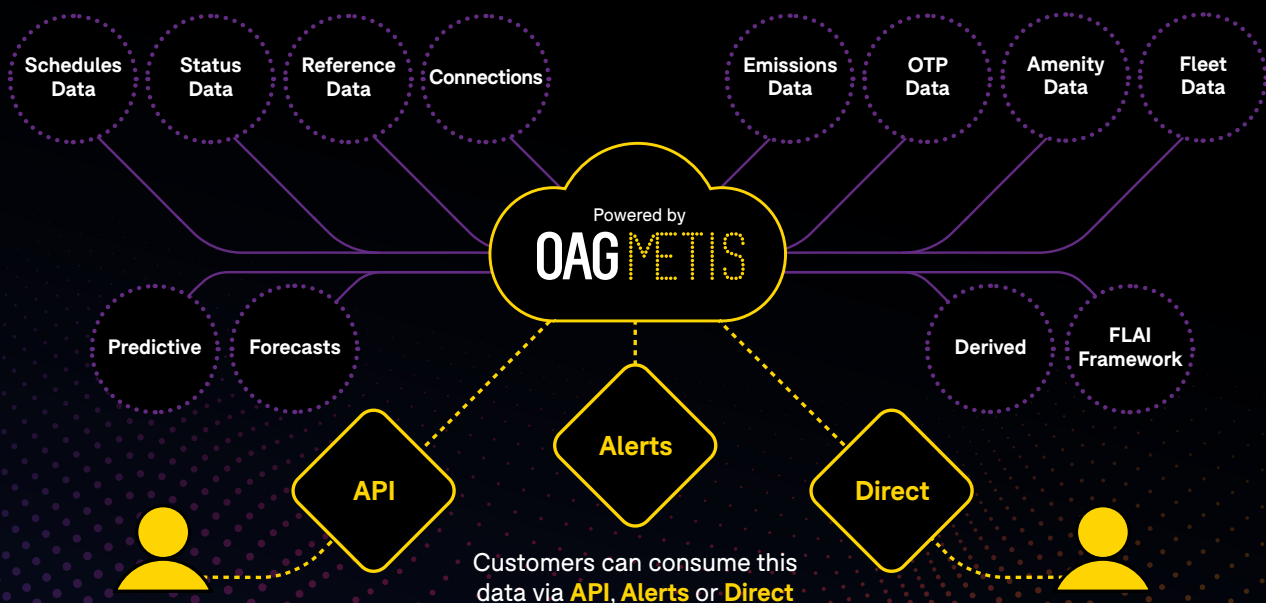
Designed to meet the up-to-the minute needs of businesses at the heart of travel and aviation from informing passengers of changes to bookings, better journey planning to more agile operational management.

## About Flight Info Alerts

- Deliver changes to schedules without the need of an API.
- Deliver changes in a fast and modern way, making it simple and easy for customers to see the updated schedules.
- Decide what changes you want to see, and in what frequency.
- Delivery via universal Azure Event Hubs allowing quick and easy access to the data quickly and easily.
- Receive changes in real time, with flexibility on how often the data is collected from Hubs to suit customer requirements.

## How it helps you

- Customer booking journey is always up to date.
- Less reliance on GDSs to update changes.
- Reduce manual checking and processing.
- More agile planning; respond in real time to alerts to keep resources lean and focused on the right things.
- Proactively make fast planning decisions to communicate to customers.
- Build brand loyalty and repeat business with key differentiator.



## Who can use it?

### Travel Tech

- No more manual checks with a faster more reliable way to understand and react to schedules.
- Understand who cancelled the flight (traveller/airline) first at the time of cancellation and who to offer compensation.
- Reduce costs through only reimbursing the correct flights.
- Get a more accurate picture of airport capacity and volumes using fresher data.



### Airport Services

- Ground Handlers and other operational services can be alerted to new flights added/flights removed/canceled/significant time changes i.e. over 30mins/fleet changes/different equipment required.
- Airports can be more agile in their planning; responding in real time to alerts to keep resources lean and focused on the right things.



### Hospitality

- Onward travel services such as Limo/ Car Hire can respond to changes in real time and proactively make fast planning decisions that they can communicate to customers.



### Cargo

- Change alerts on live flights when status changes to enable them to respond to delays or pick up/drop off location.
- Cargo labelling - react to changes and change routes for better forward planning.



## MVP – Key Functionality & Data

- Change Alerts relating to Schedules data only at MVP.
- Notification and receipt of updated Schedule Information based on minimum set of alert criteria -
  - ✓ Flight Number
  - ✓ Arrival Airport
  - ✓ Departure Airport
  - ✓ IATA/ICAO Carrier Code
  - ✓ Departure Date