AVIANCA
NDC Implementation

Miami NDC Implementation Forum – Feb 2019
NDC Solution

Direct Connect

Is the optimized solution **to provide direct access to the airline content**

Multi-functional team: **IT, Distribution, Revenue Accounting, Commercial, eCommerce, Legal, Communications**

**Business requirements** were identified and included on an RFP. More than five providers participated and **Amadeus was selected with the Altea NDC product**

- Main objectives:
  - Offer the best product available to our clients
  - Keep the pace innovating with the best players in the industry
Avianca received certification level 3 by IATA (Offer and Order Management)

- SkyScanner implementation enabled Avianca to obtain the certification
- Avianca is working with Amadeus to implement version 18.1 to start enabling changes and refunds in order to obtain Level 4 certification for servicing
Timeline 2018 - Milestones

JUL
- Skyscanner
  - Direct Booking Skyscanner

AUG
- CAM Agencies Forum
  - Kick Off

SEP
- Level 3 Certification
  - Travelfusion

OCT
- Colombia Agencies Forum

NOV
- First Ticket Issued T&T’s - OTA COL

DIC
- NDC Link
  - Ecuador Agencies Forum
Timeline 2019 - Milestones

1Q
- First Ticket Issued
  TKT AGY COL

2Q
- First Ticket Issued
  AGY COL
- Ideas Fractal
- Level 4 Certification

3Q
- Netactica
- IATA NDC
- Full Integration

4Q
- Arc
- Shopping Only Integration
- TravelFusion
- Birchman
- Shopping Only Integration
- Arc Reporting
• **BSP (NDCLink) and ARC (Direct Connect) Reconciliation and settlement process** for IATA agencies

• Different **Payment Gateways** to be used: Aggregator, Agencies, APP
  - Integrated and Non-Integrated markets
  - Different currencies: USD, COP, EUR, GBP
  - Five different Issuing Plates: AV/134, TA/202, LR/133, T0/530 & 2K/547

• **Servicing**
  - Certification Level 4 - OrderChangeNotif/OrderReshop/OrderChange
  - Support desk

• **Adoption**
  - Avianca is the first airline implementing NDC in Latin America Region
  - Enhance/promote NDC Education to travel agencies
  - More airlines on board are needed in order to encourage the adoption

Challenges – Implementation process
Thank you

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