InvestorDay

06 March 2018





NDC and Reimagining Airline Retailing

Kathy Morgan Vice President, Sabre Corp

06 March 2018

Marketplace dynamics driving need for new retailing and distribution capabilities





Airlines need to differentiate to drive revenue in a competitive marketplace

Consumer expectations are **changing** $\textcircled{\uparrow}$

Technology evolution **enables** digital retailing transformation

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WHAT NDC IS (AND WHAT IT ISN'T)

NDC (New Distribution Capability) is a travel industrysupported program launched by IATA for the development and market adoption of a new, XML-based data transmission standard.

NDC is **NOT** a commercial model or new retailing solutions.



What NDC enables

Product differentiation and time-to-market

Access to rich air content

A consistent shopping experience

Level 1 Post Booking

Ancillary Offers

<u>Level 2</u>

Air and Ancillary Offer Management Level 3

Offer and Order Management

NDC Capable: IT providers (Airline Solutions – Level 3)

NDC Certified: Seller, airline and aggregator (Travel Network – Level 1)

Why is it so complex?

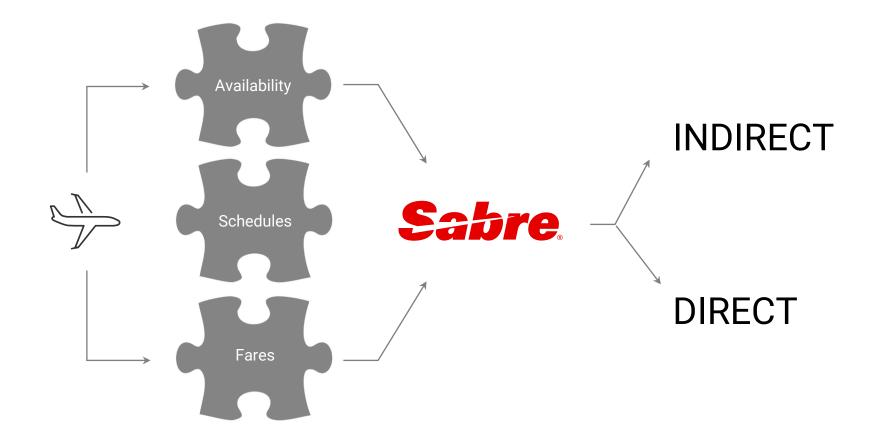


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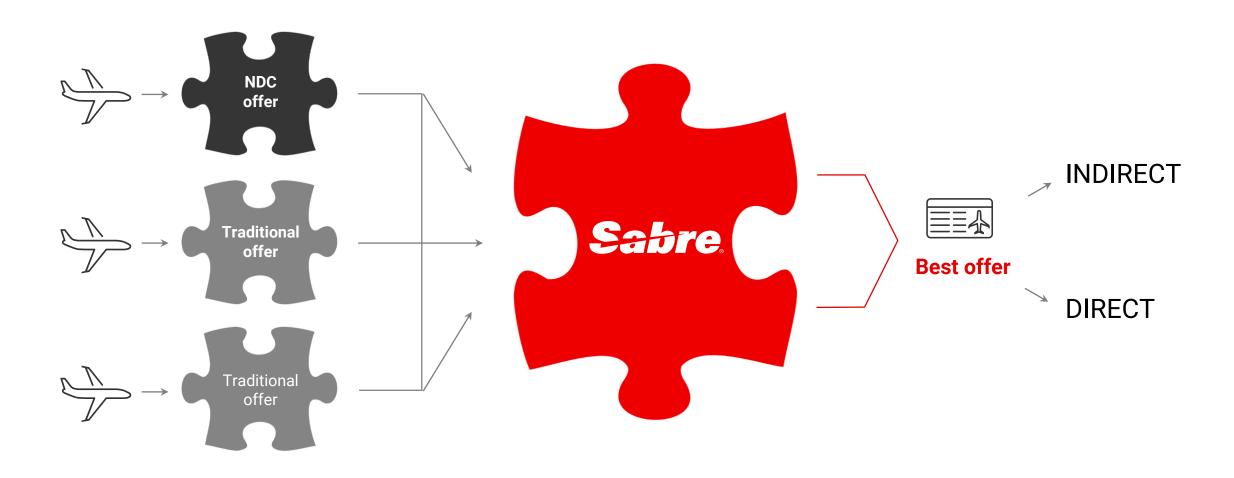
 Maturity of the NDC Standards
 Functionality of Airline APIs
 Challenge of a Hybrid World

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Traditional offer distribution requires advanced algorithms to find the best fare

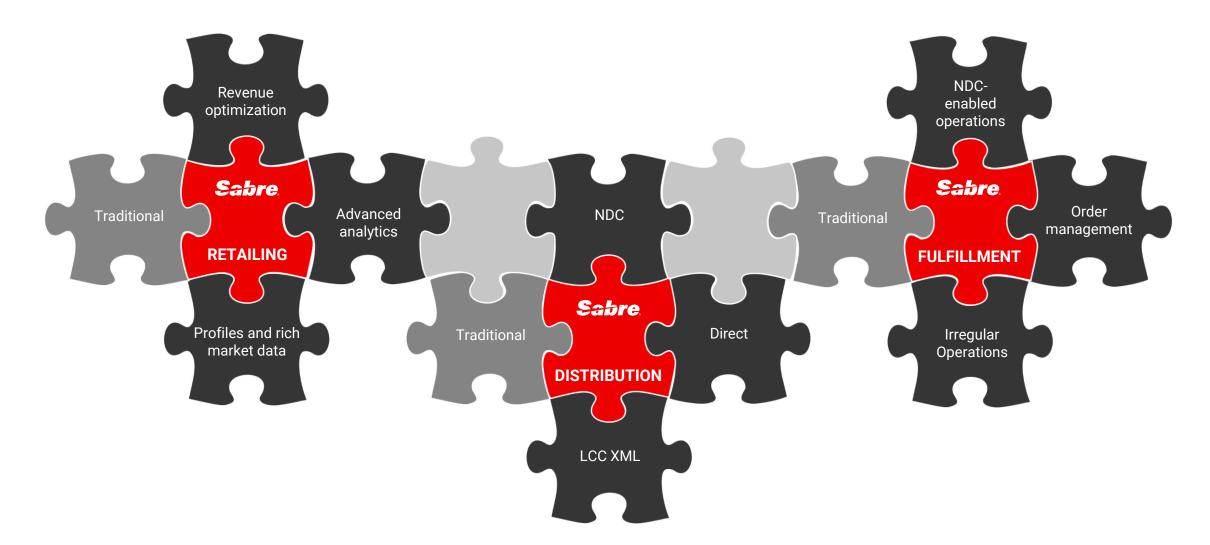


NDC offers require added intelligence and normalization

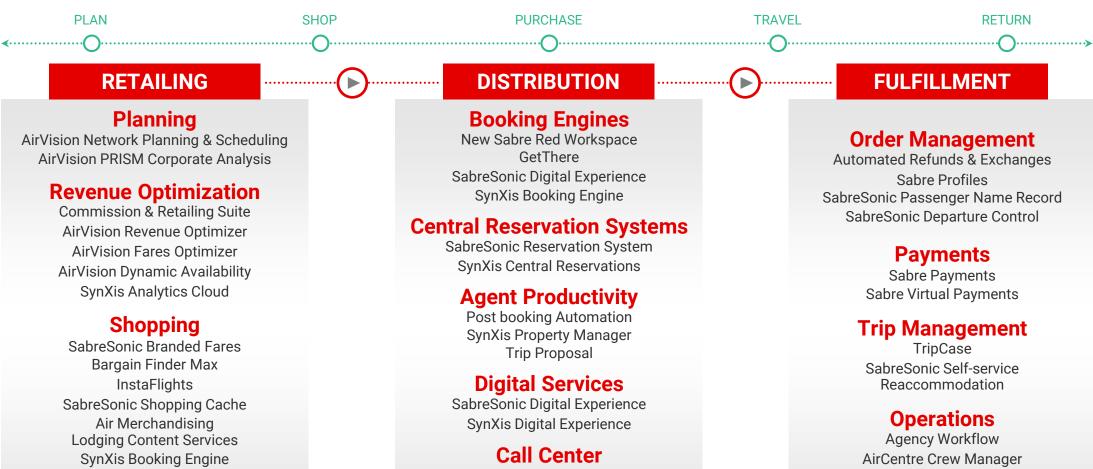


We are the leader in aggregation, indexing and analytics

Sabre can enable an end-to-end NDC solution



SABRE IS POSITIONED TO WIN



Offer Management

SabreSonic Dynamic Retailer SynXis Central Reservations Dynamic Offers Customer Care Reimagined Agent Interface SynXis Voice Agent Call Center Services Agency Workflow AirCentre Crew Manager AirCentre Movement Manager AirCentre Flight Plan Manager SynXis Property Manager

Profiles | Data & Analytic Solutions | API / Service Enablement Solutions

Artificial Intelligence / Machine Learning Solutions



For NDC to be successful, the GDSs need to be a part of it, simply because they have a huge reach to travel agents.

It started toward the end of last year, when Sean Menke from Sabre announced publicly: **2018 IS THE YEAR SABRE IS GOING TO TAKE THE REINS.**

Yanik Holyes, IATA NDC Program Director