

# INVESTOR DAY **Technology That Moves The World Forward Deborah Kerr Executive Vice President and** Chief Product and Technology Officer pedQuery (person) quel ameters contains ("name", values)



Shopping for the perfect fare



Booking a favorite hotel



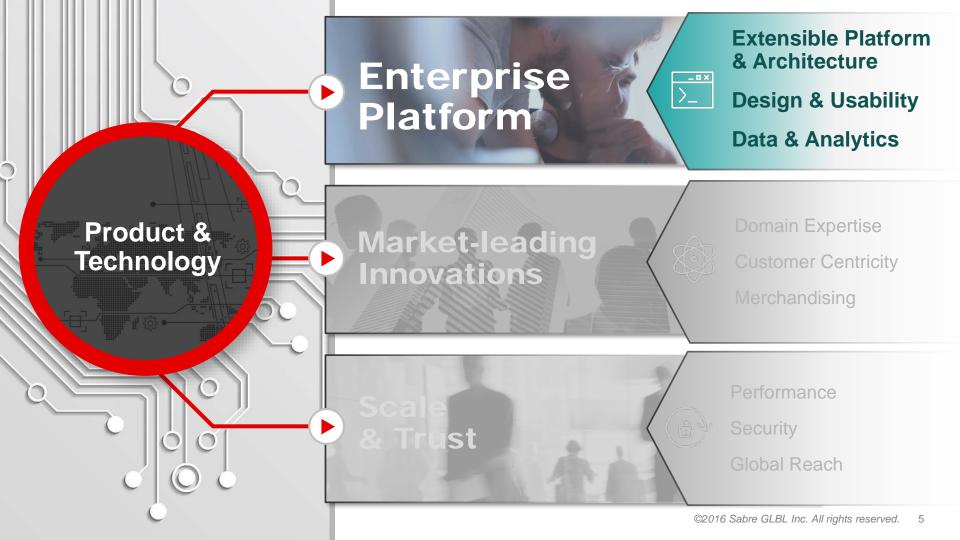
Using an upgrade to business class



Moved up to an ocean view room





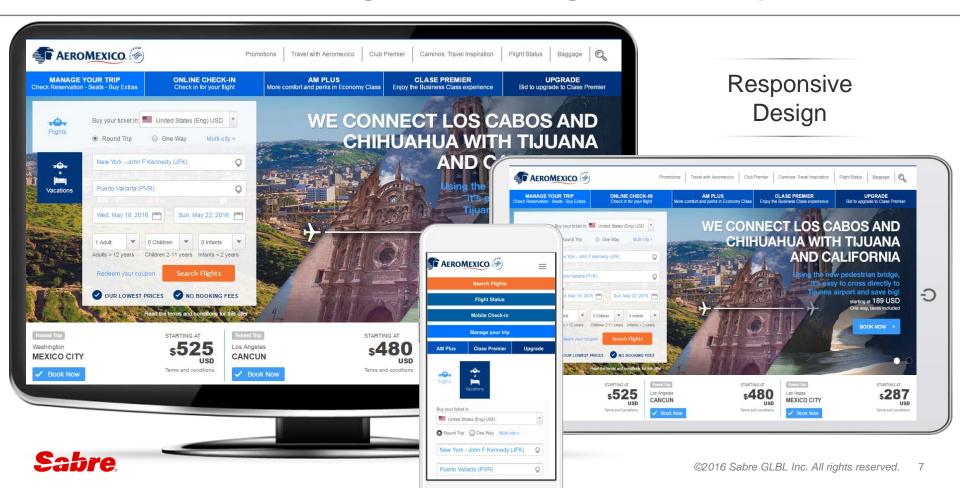


## Synergies across platforms leverage our enterprise technology





## Committed to delivering a consumer-grade user experience

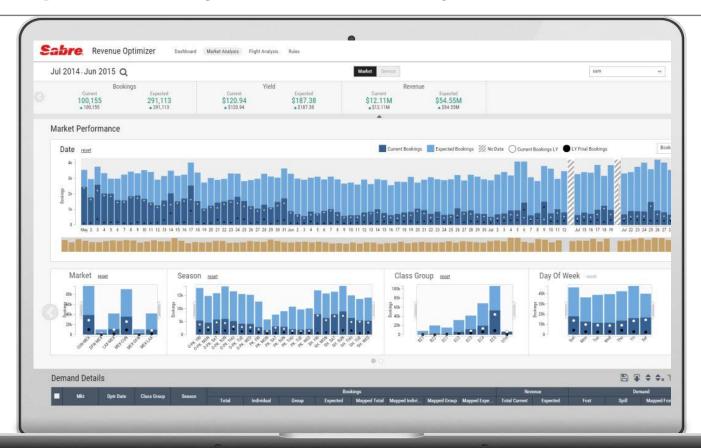


## Design that anticipates what you want before you ask for it



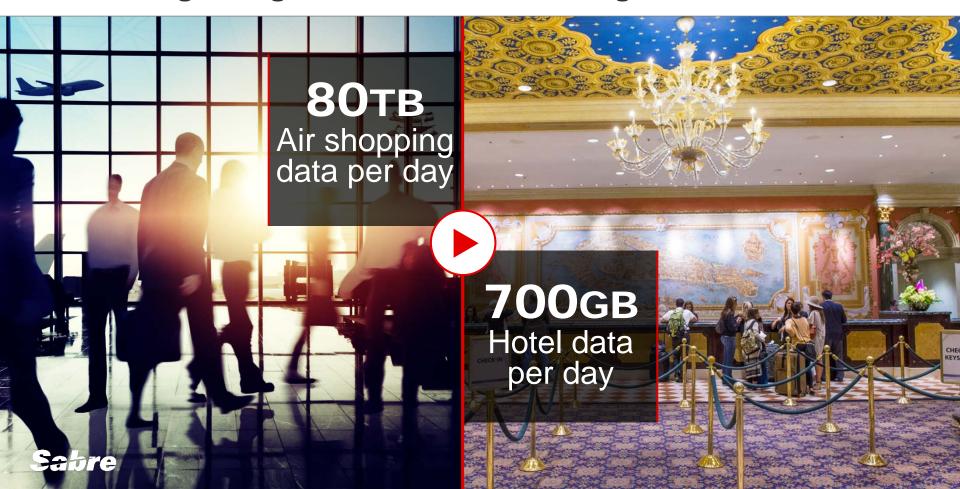


40% Reduction in Time



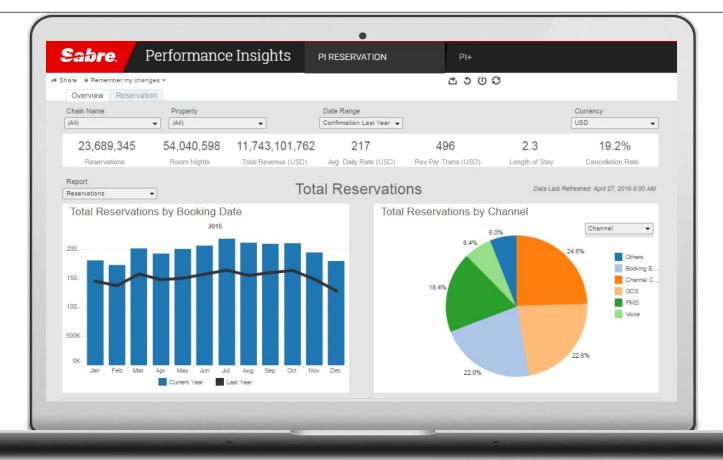


#### Harnessing data generates actionable insights for our customers



# Analytics simplify complexity to drive optimized outcomes

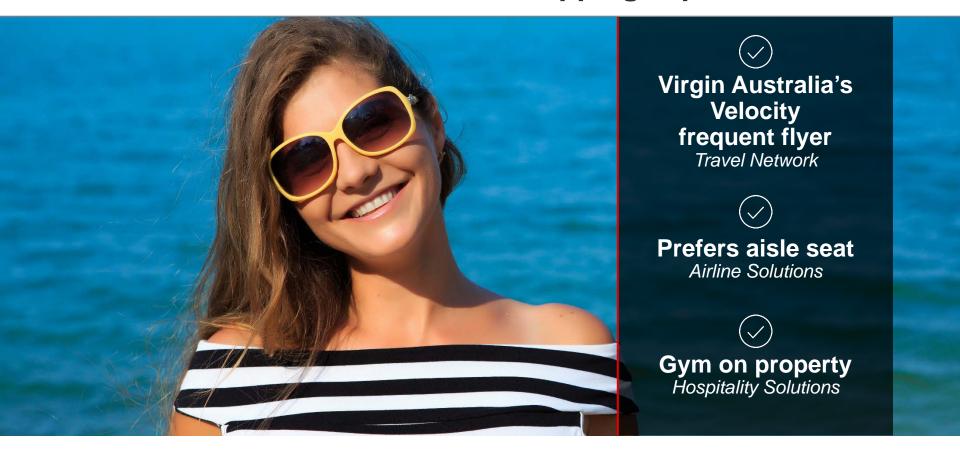
Valuable Insights





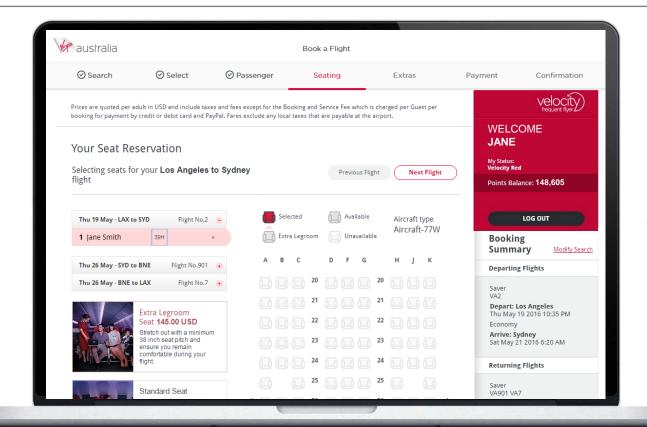


#### Profiles deliver a traveler-centric shopping experience





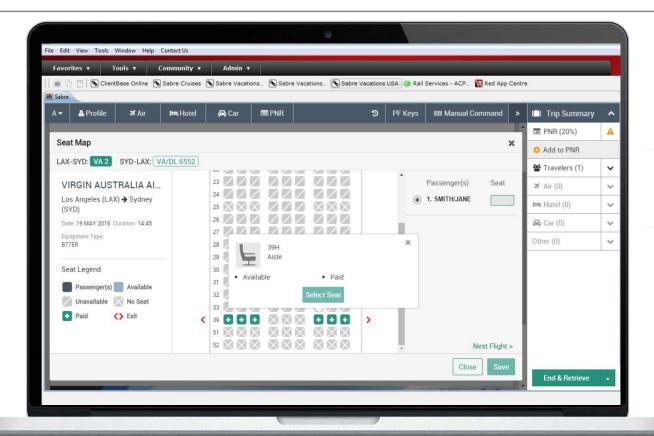
#### Value and personalization delivered through multiple channels



Direct Channel



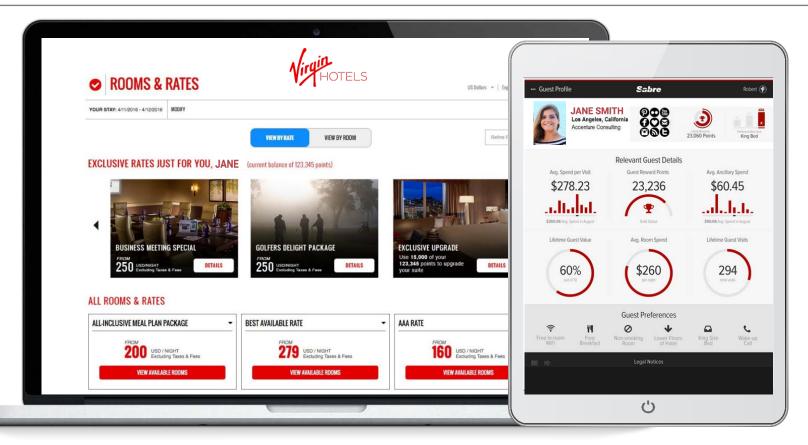
#### Leveraging the same content, offers and customization



Indirect Channel



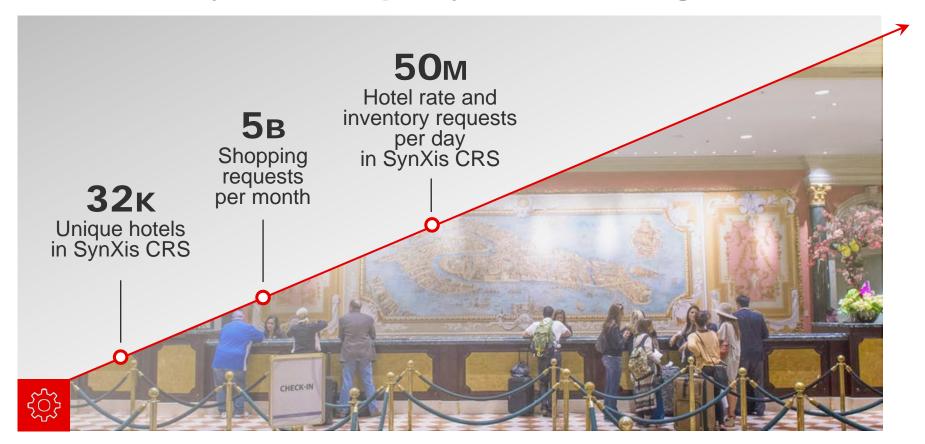
## Offers are tailored to provide the perfect experience







## Our scalability houses capacity with room for growth





## Our scalability houses capacity with room for growth





# Innovation at full speed every minute



1,389 Uber rides



\$203,596 in sales

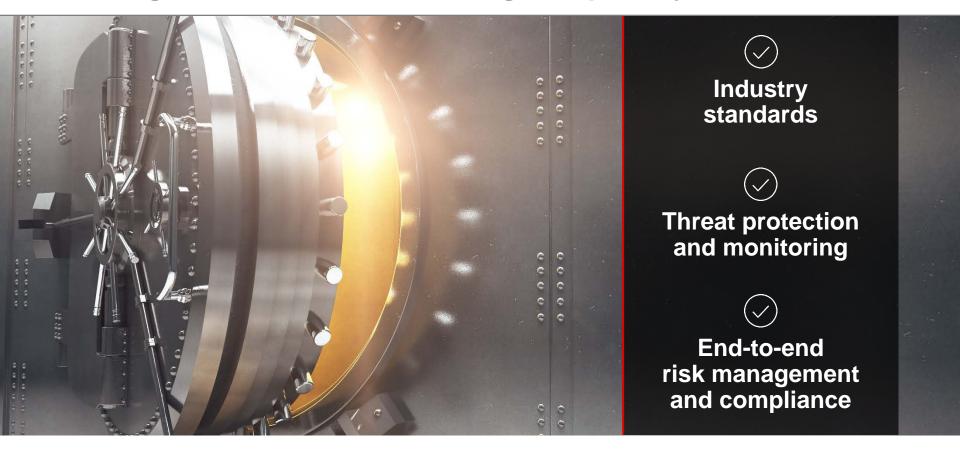


164,000 fares shopped

\$228,472 travel spend processed



## Securing our data remains the highest priority





## Collaboration to enhance the customer experience globally











cloudera





