

CORENDON AIRLINES

AirLinX Passenger Service System Transition / 2025



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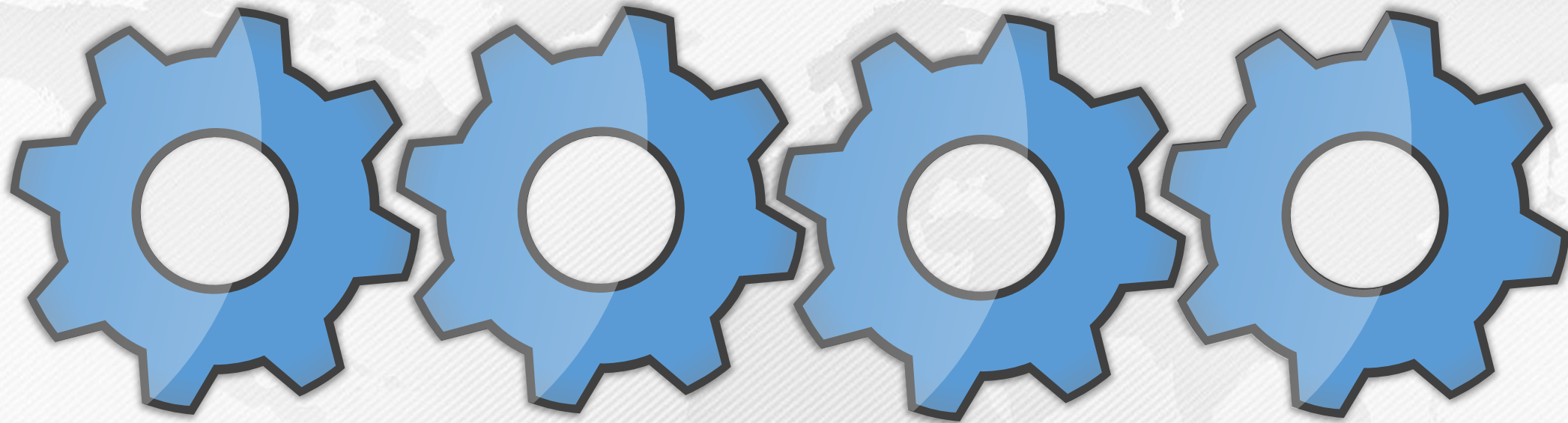


AGENDA

- ✓ Corendon Airlines at a Glance
- ✓ PSS (Passenger Service System) Overview, Purpose & Benefits
- ✓ Corendon PSS Transition Journey
- ✓ Implementation Strategy
- ✓ Project Organization
- ✓ Risks & Contingency Plans
- ✓ Achievements & Results
- ✓ Lessons Learned



Corendon Group Companies



TOUR OPERATING



- The Netherlands (1997)
- Belgium (2000)
- Denmark (2022)

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- Corendon Airlines (CAI) (2005)
- Corendon Dutch Airlines (CND) (2011)
- Corendon Airlines Europe (CXI) (2017)

INCOMING



HOTELS



- Turkey (2002)
- The Netherlands (2015)
- Spain (2016)
- Curacao/Caribbean (2017)



Strategic Milestones and the Transformation Journey (2004–2024)



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Corendon Airlines Offices



ANTALYA



AMSTERDAM



MALTA



💡 Project name :

AirlinX Corendon PSS* Transition

🎯 Vision:

Transform the airline's core system and redefine how Corendon serves its passengers redesigning all the integration infrastructure

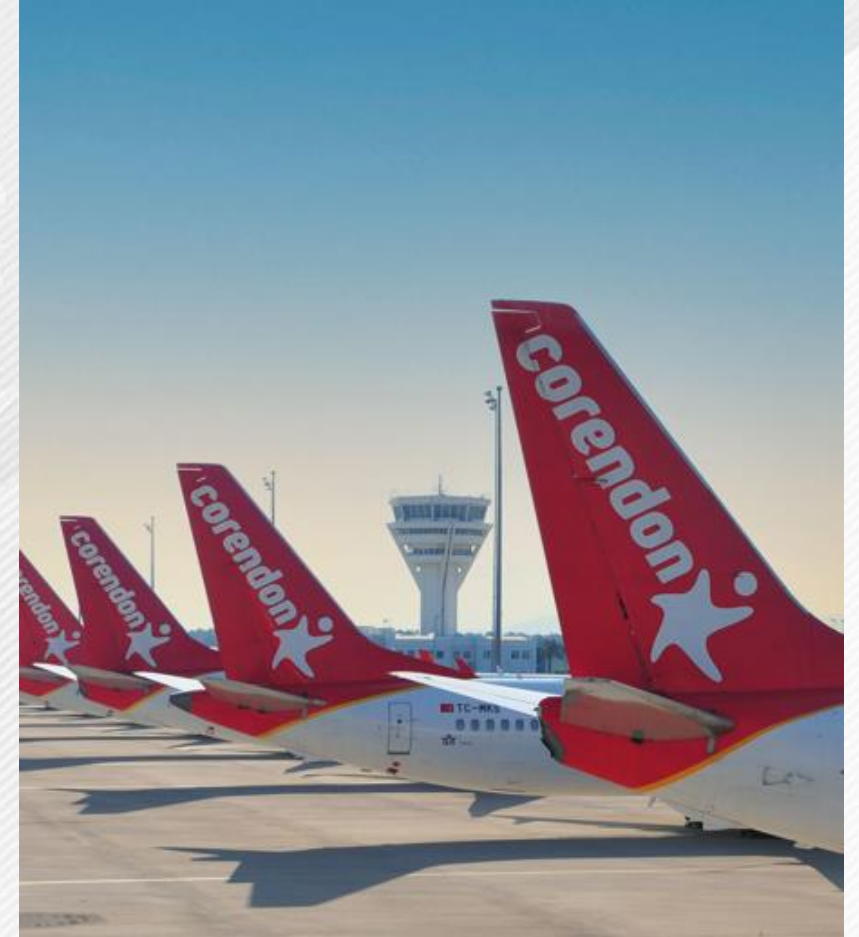
🚀 Key results or impacts:

Shared in detail on the following slides

👥 Team or organization:

Shared in detail on the following slides

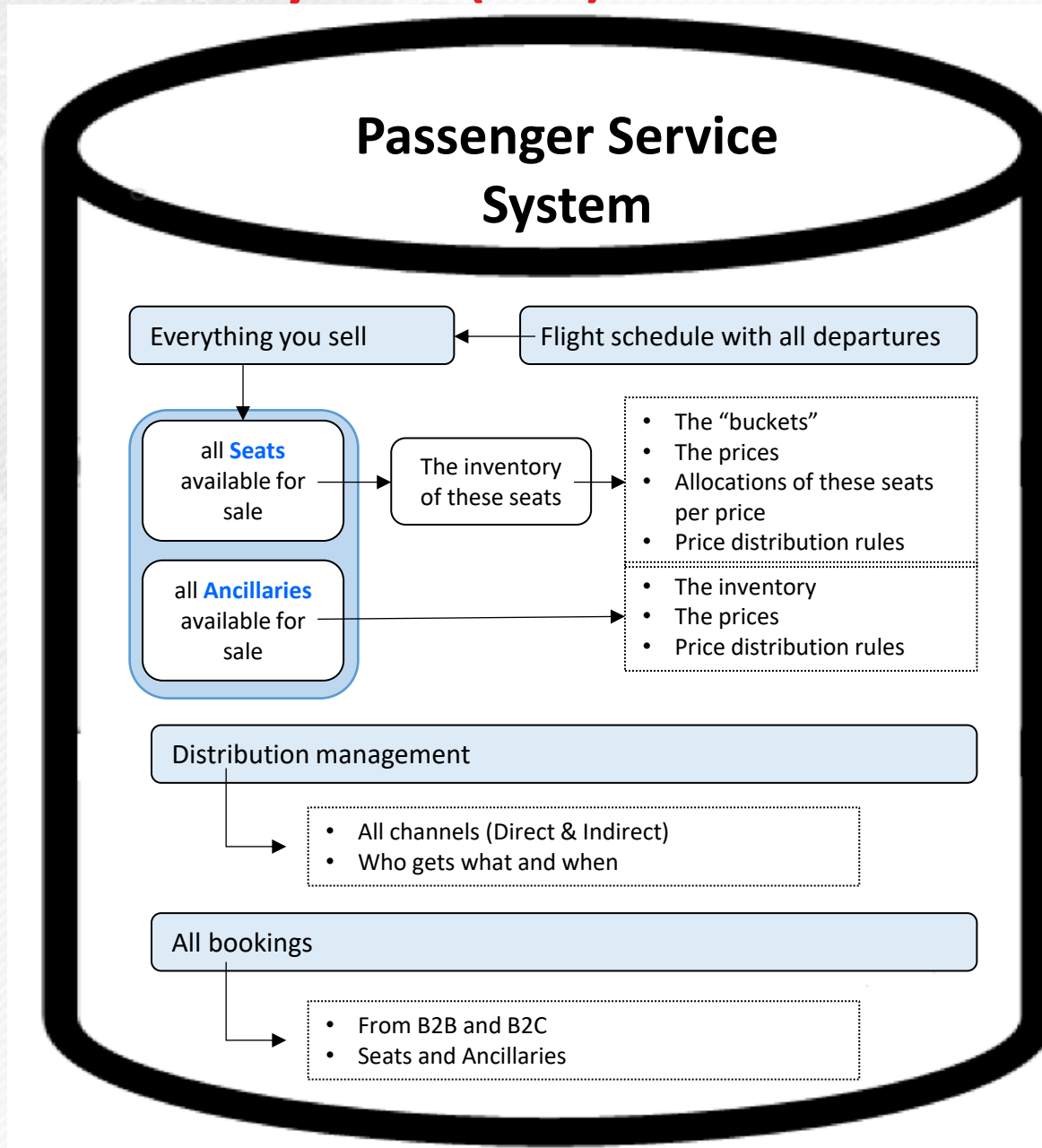
*PSS: Passenger Service System





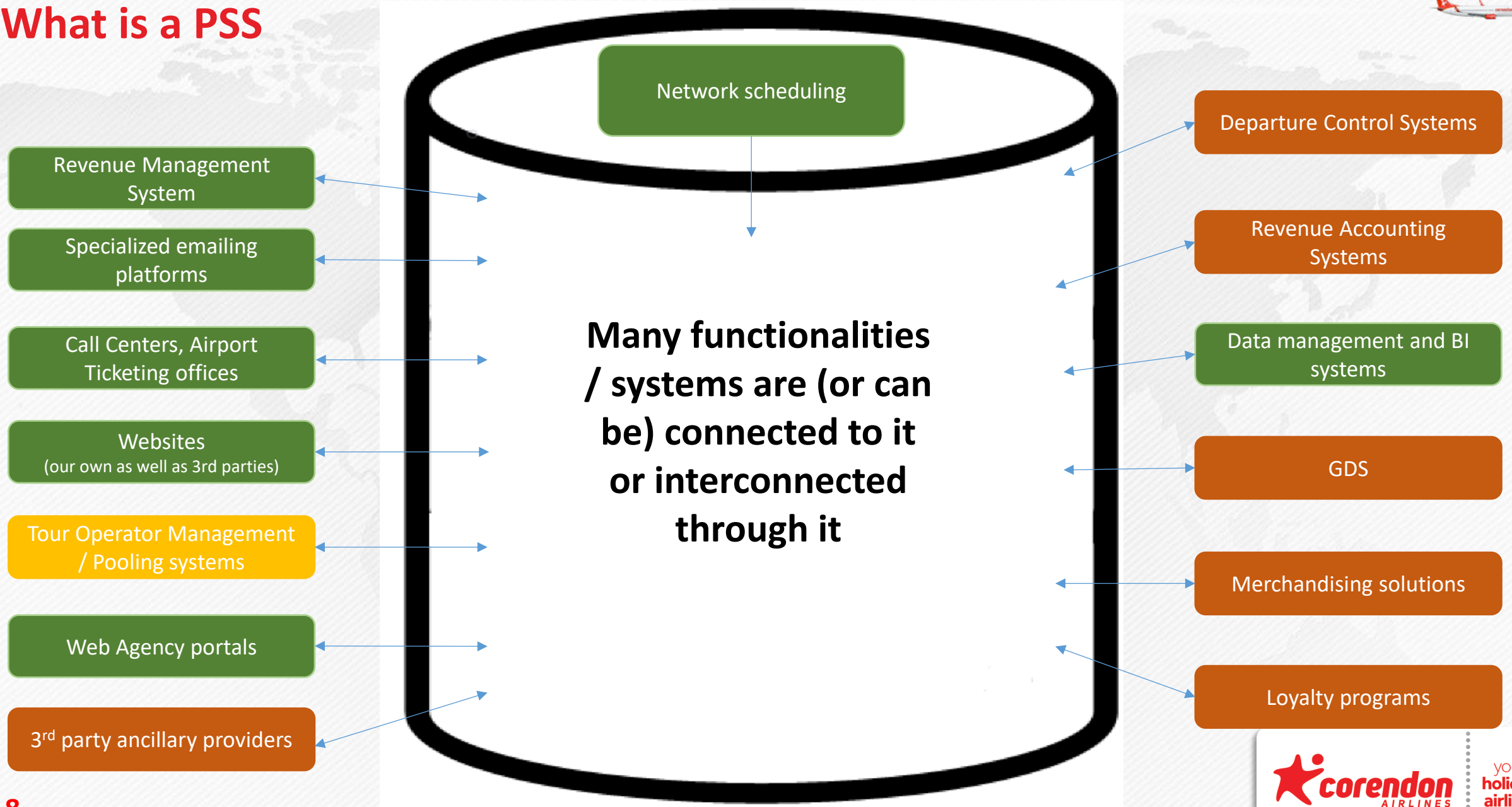
What is a Passenger Service System (PSS)

The PSS is the heart and soul of the airline





What is a PSS





Benefits of a PSS

Commercial management



Everything is done in one system in a more coordinated fashion

Transparency and Data management



The principal reporting sources are simplified and rendered more consistent and easier to manage
Better transparency and coordination throughout the organization

Revenue Management



Much better control and automation
Easily 1-3% gain in revenues

Operation Management



More transparency and knowledge of operations and bookings
More specific to the needs of the business

System Management



Better control and ownership
Internal know-how and management
Quicker reaction times, more autonomy



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AirLinX Passenger Service System Transition Journey



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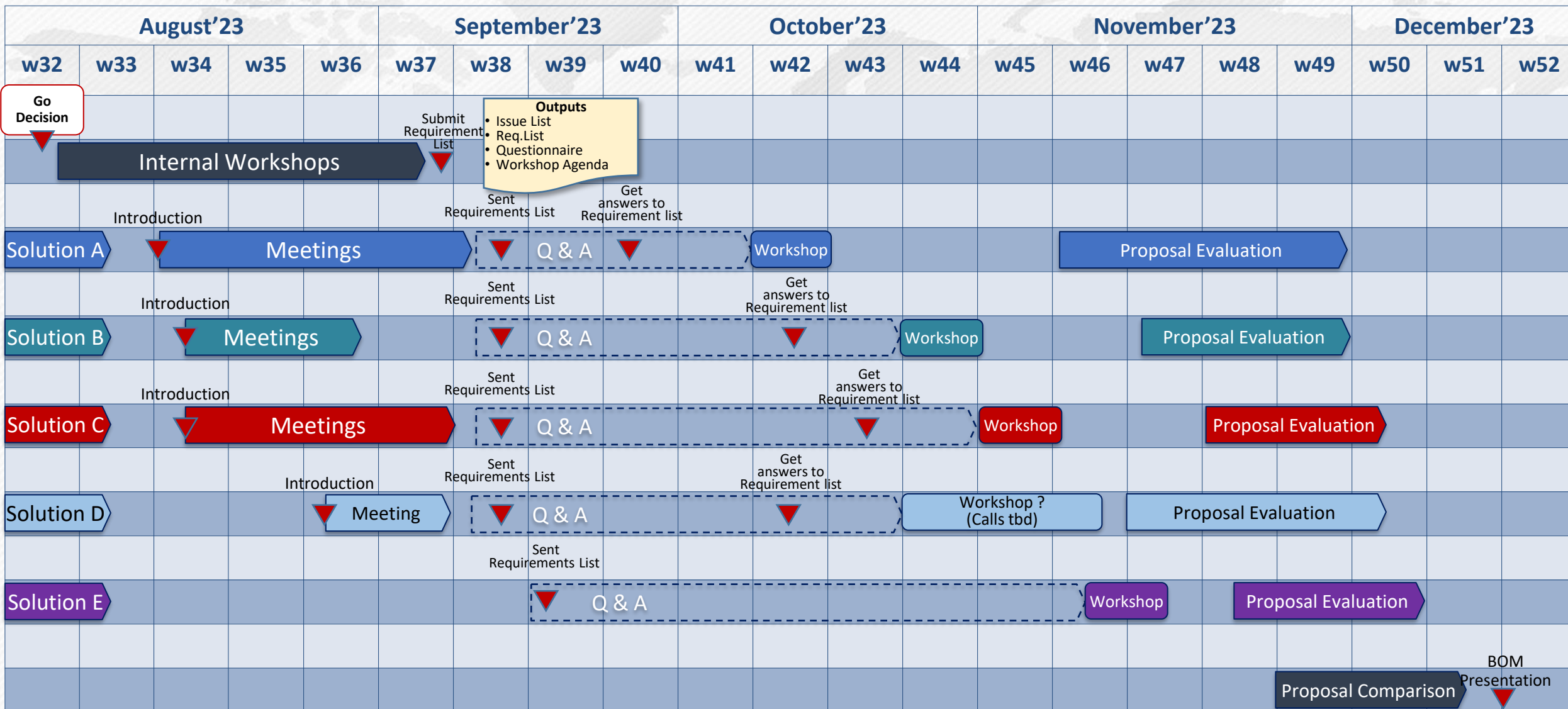


Need for Change

- Legacy PSS limitations (e.g., inflexibility, integration gaps, limited scalability)
- Business growth and digital needs (online sales, B2B agencies, customer expectations)
- Competitive and operational pressures
- The need for a future-ready platform



PSS Discovery Phase





Web



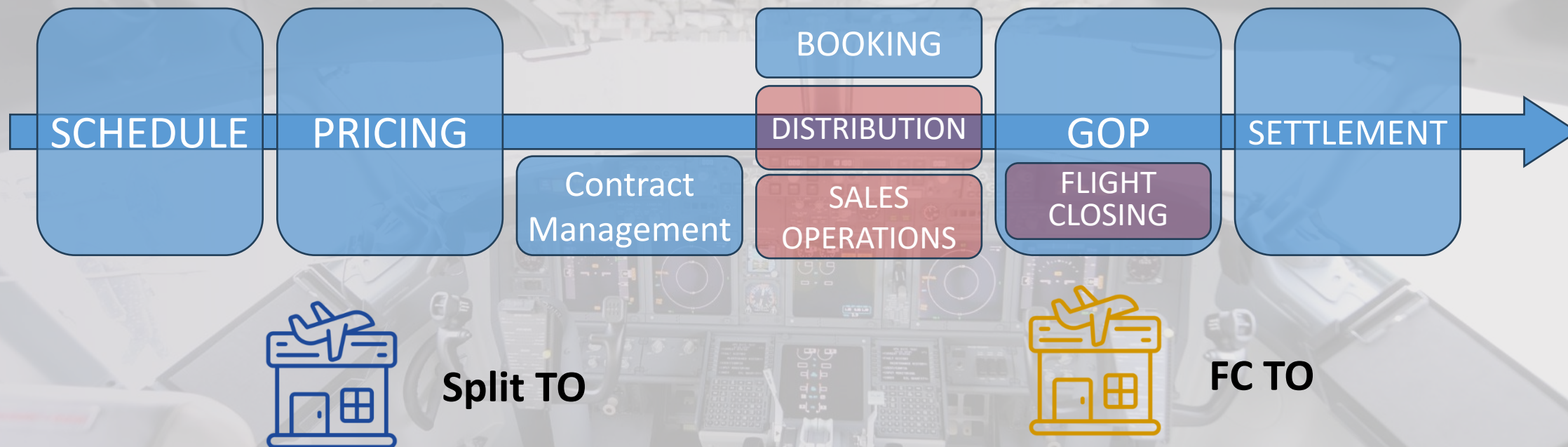
Mobile



B2B Agents



OTA



Split TO



FC TO

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IBE Update

The Services provided by Suppliers

Development & Design
Consultancy

WEB / Mobile Apps
Content Management(CMS)

Hosting

WEB / Mobile App SDKs

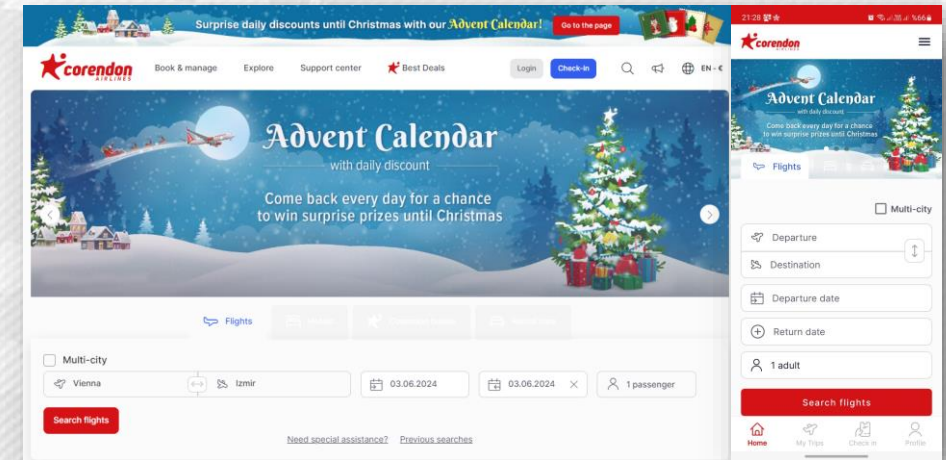
API

PSS

DCS



Carriers who want to
differentiate
themselves in the
market prefers to
manage their own IBE



Corendon Middleware

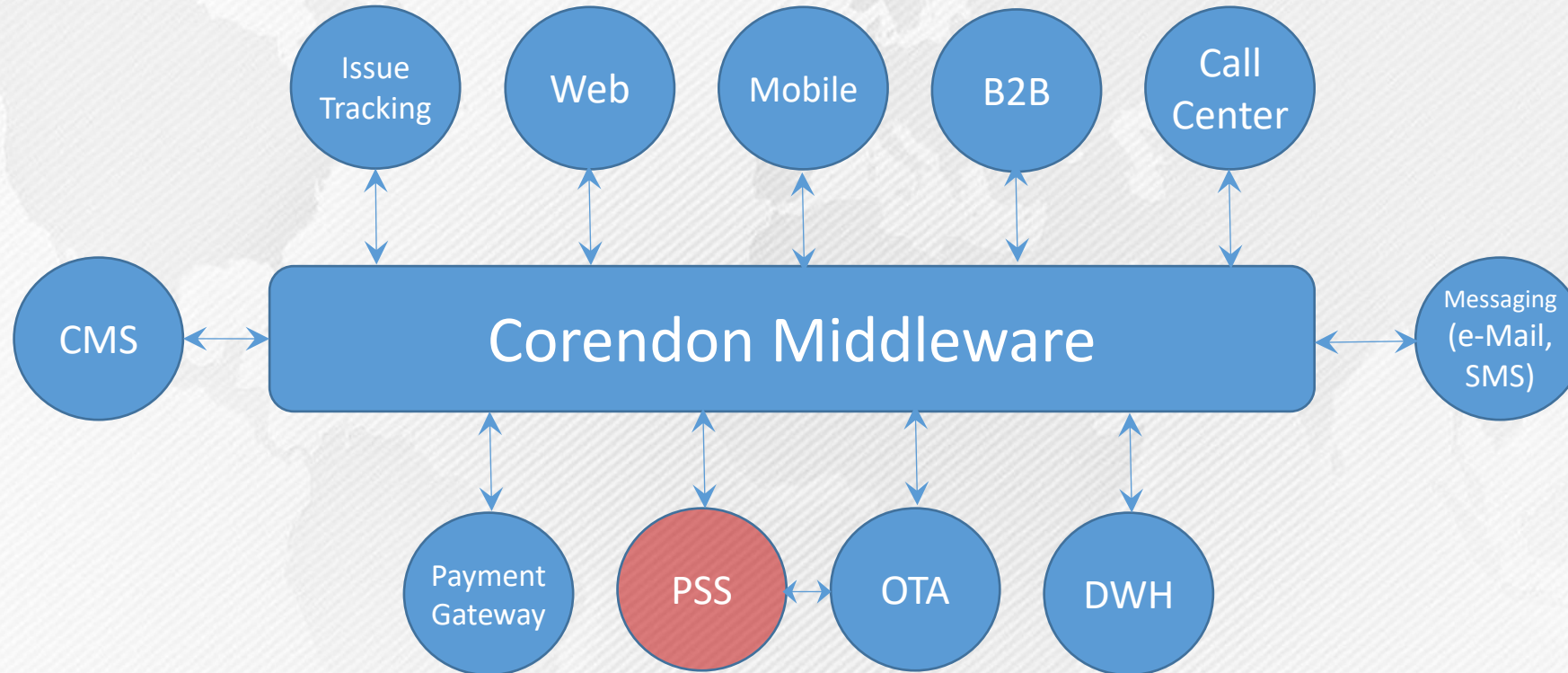
API

PSS

DCS



Corendon Middleware



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AirLinX Passenger Service System Implementation Journey



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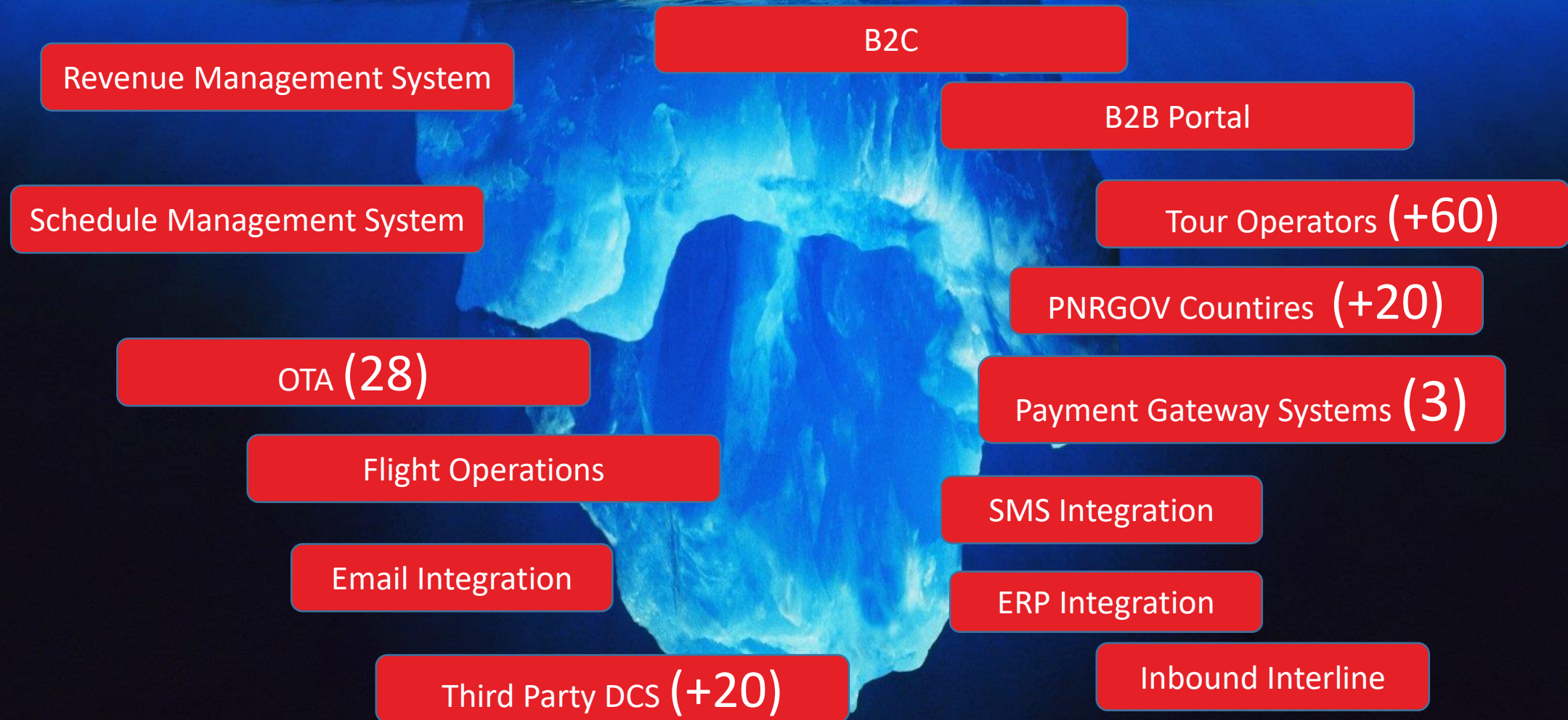
Scope & Key Integrations

During the implementation phase of the project, team will work on following integration activities:

- one SMS vendor
- one Email service provider
- three Payment Gateway systems (IS BANK and 2 others)
- B2C, B2B, Web Check-in, OTA system partner(s) through standard API services
- one Revenue Management system
- one Flight Operations system
- Inbound Interline Hahn Air
- one Schedule Management system
- ERP data feed
- +20 PNRGOV integration
- +20 countries APIS integration
- +60 Tour Operators from the Tour Operator Module
- +20 DCS integrations

INTEGRATIONS

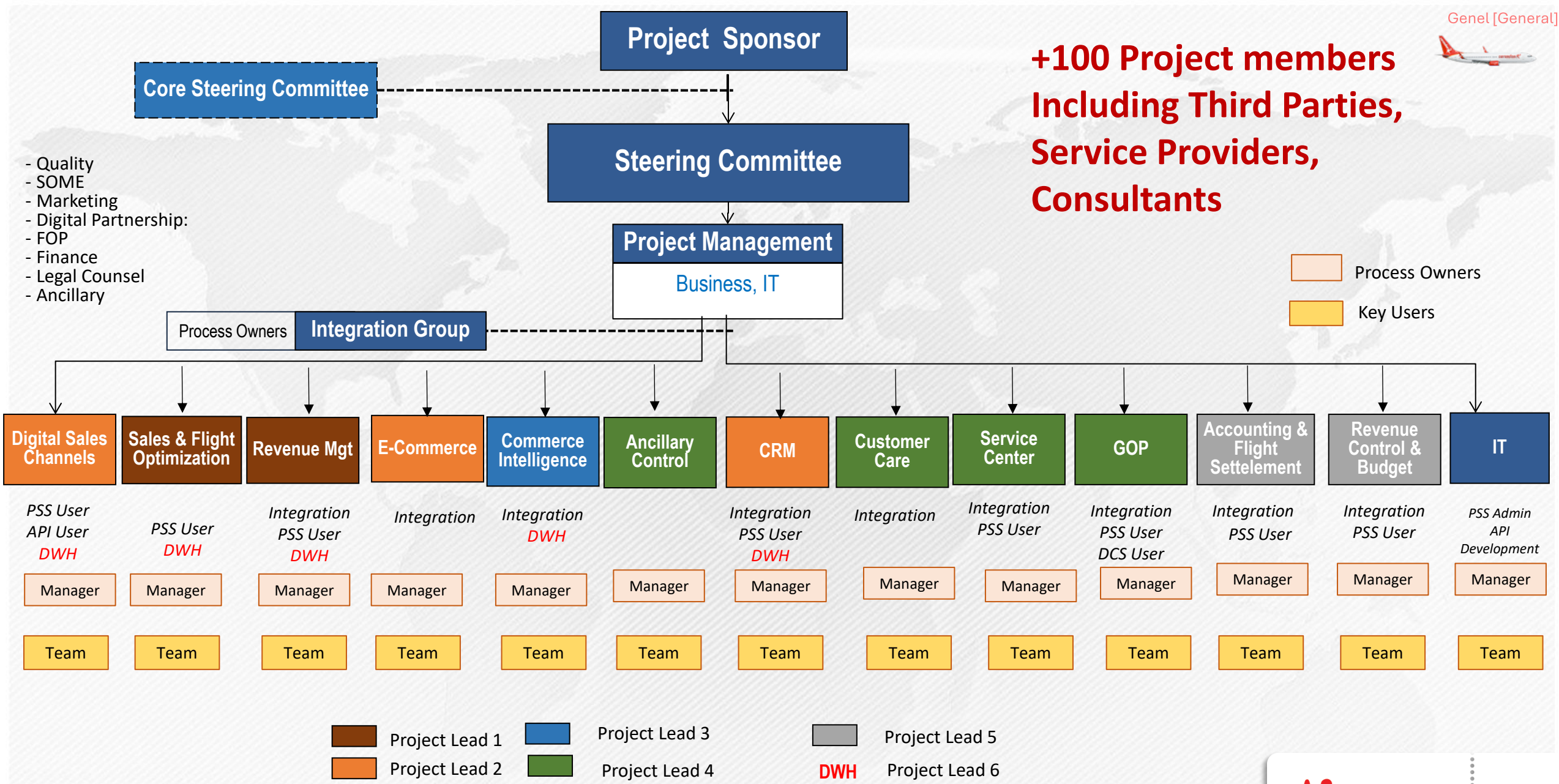
PSS Implementation





+100 Project members
Including Third Parties,
Service Providers,
Consultants

- Quality
- SOME
- Marketing
- Digital Partnership:
- FOP
- Finance
- Legal Counsel
- Ancillary

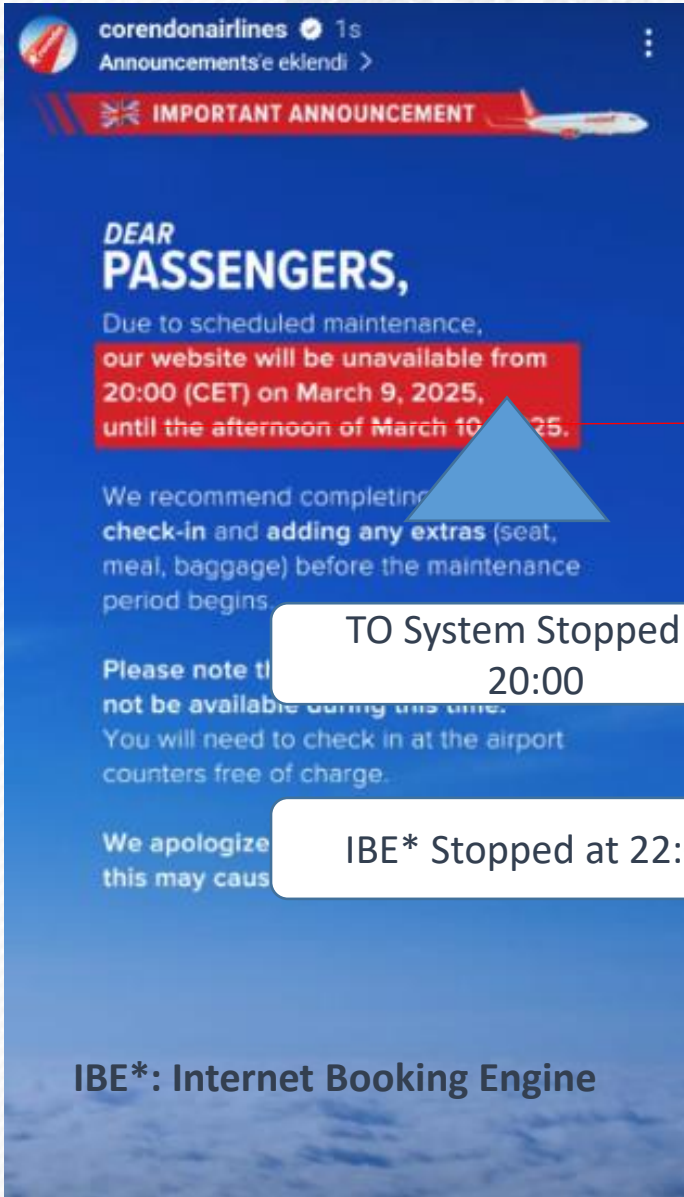


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Corendon PSS Transition



- 9 months project duration
- + 50 project team members
- 12 steering committee meetings
- 40 Weekly Status Reports
- 3 Dry Runs (Migration & Testing Rehearsals)
- 23 hours downtime - +30 hours nonstop efforts of the project team

TO System Stopped at
20:00

IBE* Stopped at 22:00

Migration Completed at
12:00

Acceptance Tests at 13:00

Open Up Web Sales at
21:00 Next Day

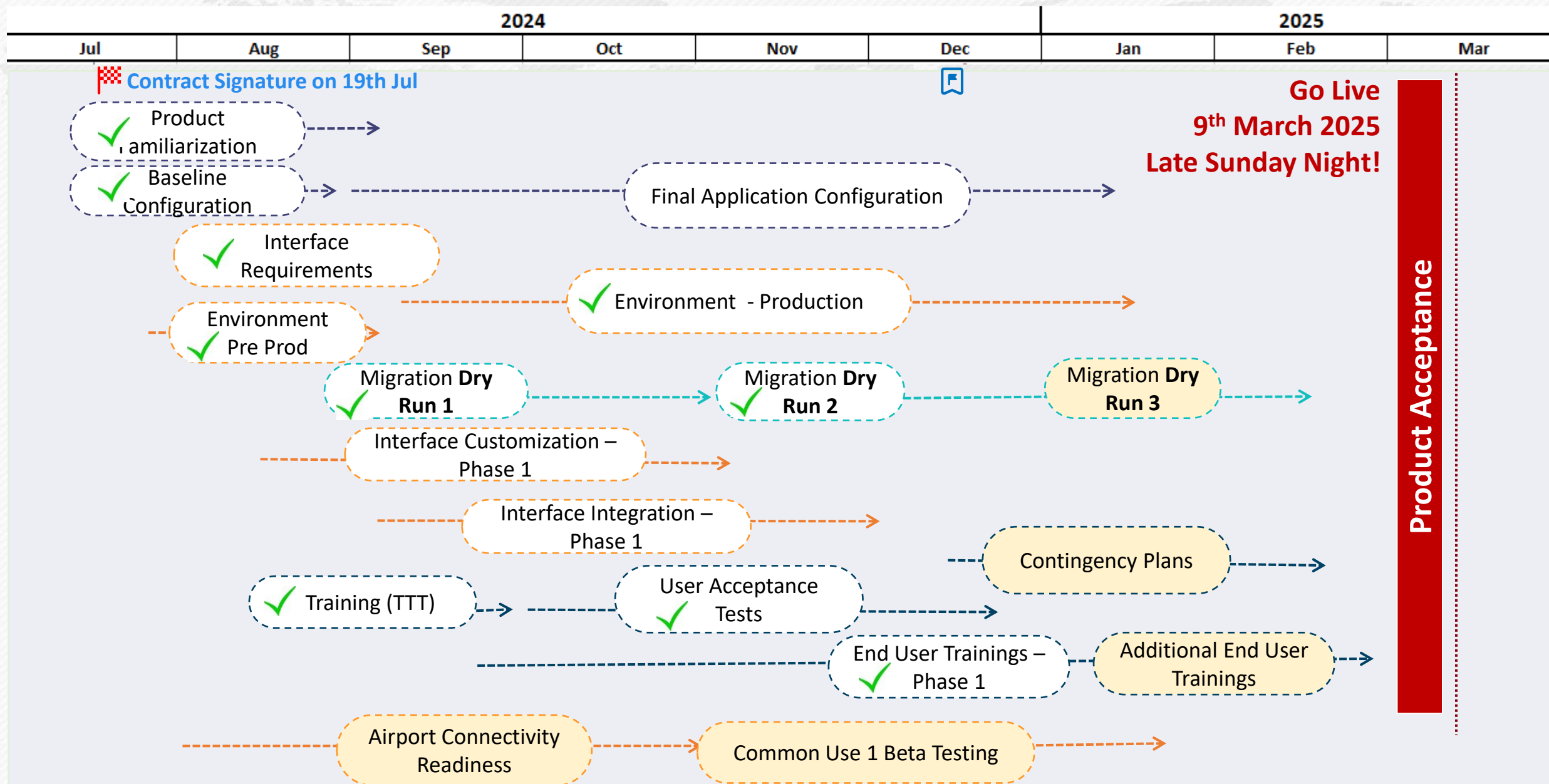
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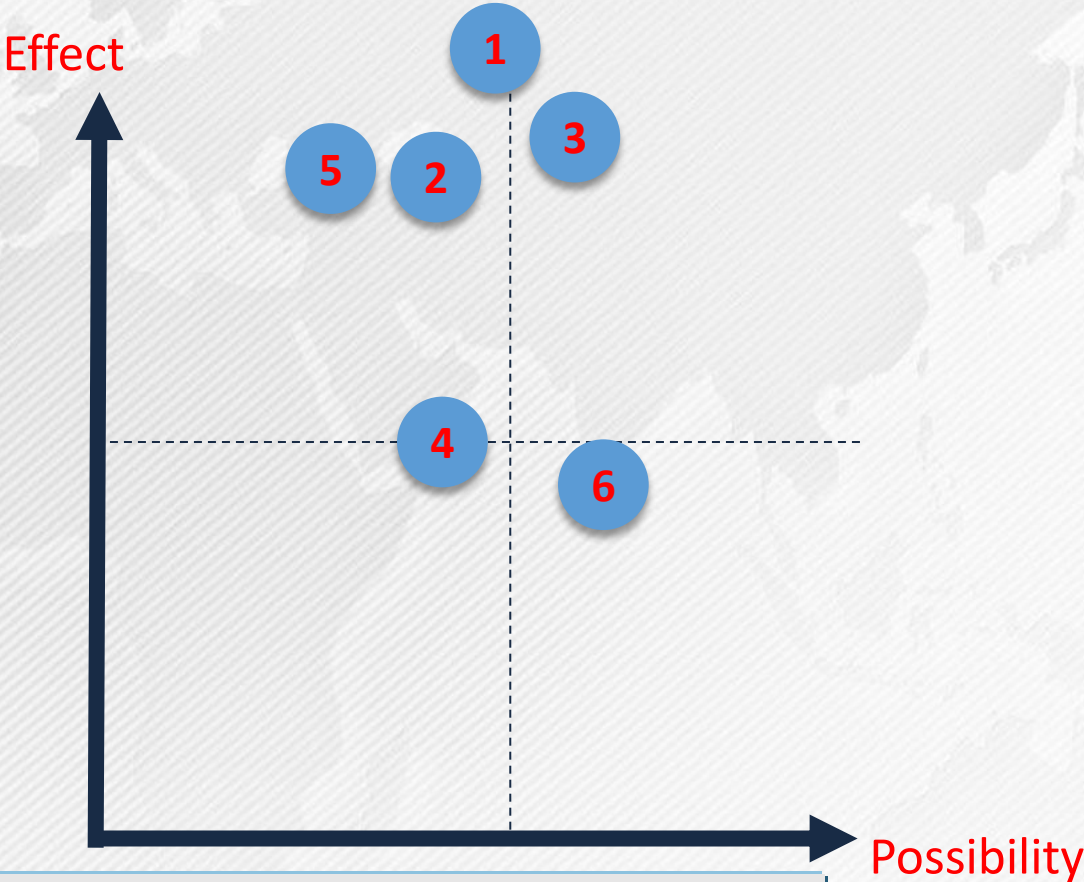
Implementation Timeline- Cutover 09.03.2025



Risk Management

	Risk
1	Failure to achieve the project's goals
2	The inability to deliver the required scope for the project on time
3	Third party dependency for integrations
4	Lack of PSS knowhow
5	Ongoing developments in existing systems
6	Insufficient user/scenario tests

We anticipate some potential challenges during project execution. By proactively addressing these, we can mitigate risks and ensure smooth implementation.



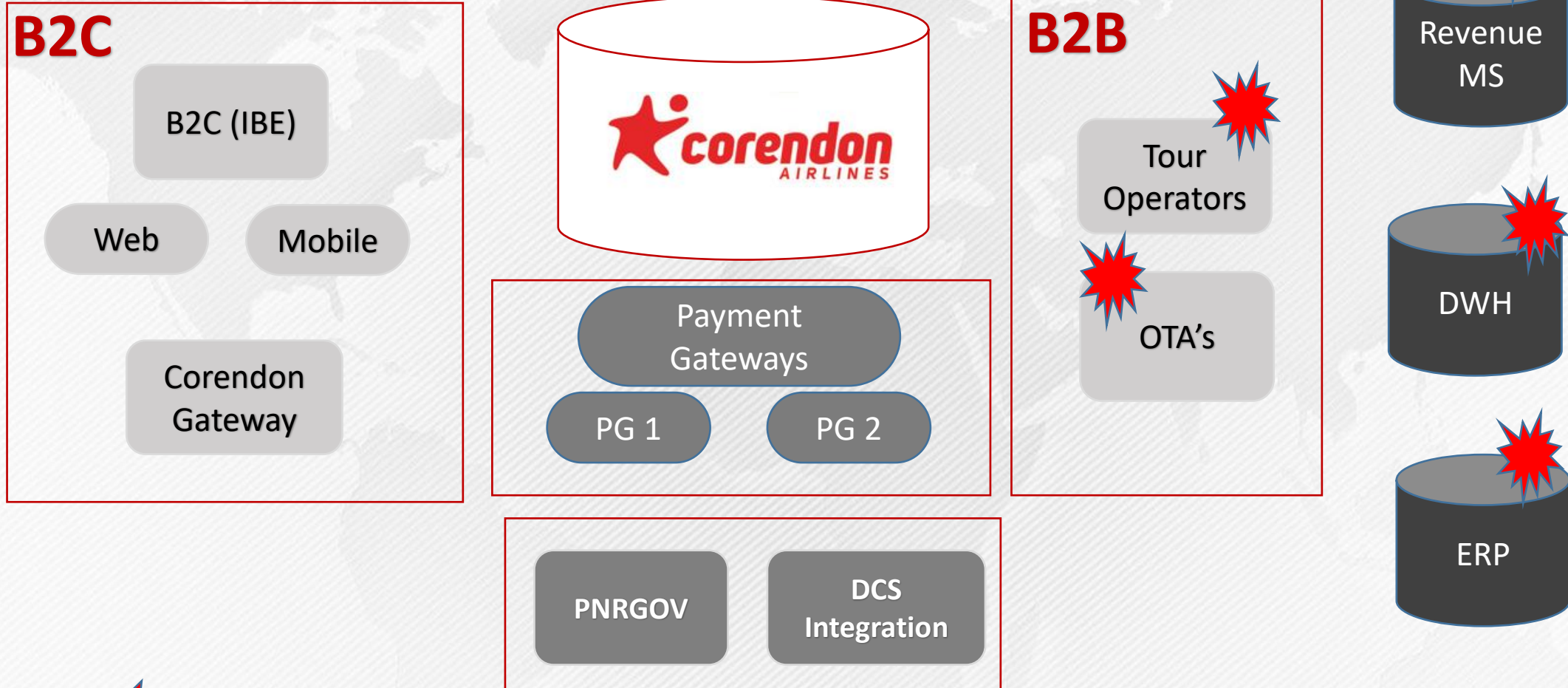
Risk management will be evaluated at every stage of the project and will be assessed by the Project Management/Execution Committee and the Project Sponsor in accordance with the communication plan to be established during the project.



Challenges & Solutions

CHALLENGE	SOLUTION
Data accuracy during migration	Multiple test cycles and dry runs
Complex API integrations	Dedicated technical task force, Vendor partnerships (PSS provider, third-party integrators)
Tight go-live schedule	24/7 war room and vendor coordination
Managing parallel operations	Cross-departmental collaboration (IT, Commercial, Operations, Finance)
Risk of Failure & Rollback Option	Contingency Plan & Getting Prepared for the RollBack Scenario
Change Management/ Miscommunication	Leadership commitment and communication strategy
Coordinating multiple vendors and departments	Prepare and coordinate all the parties / high involvement

Interface Readiness (After Cut Over)



Risk
points

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“Our PSS transformation wasn’t just a project — it was a journey to build the foundation of a smarter, more connected airline.”



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Contingency Plans

We defined
contingency
plans to mitigate
project related
risks

1. System Failure Response

- Critical systems have been identified
- Incident Classification has been made - Immediate Action Steps have been determined
- Lines of communication for staff and passengers have been determined

2. Data Backup & Recovery

- Backup Systems have been set for system recovery in case of failure.
- Acceptable downtime period has been set
- Data Synchronization between primary and backup systems is synchronized reducing the risk of data loss.

3. Alternate Service Mechanisms

- Manual Process Definitions have been made in case the system is down for an extended period.
- Redundant Channels and alternative methods have been defined to minimize the impact
- Customer Service Channels have been extended to address passenger needs during disruptions.

4. Contingency for Communication Systems

- Ensure that passengers are notified of delays or cancellations, as well as any changes in their travel plans, through backup communication means.

5. Coordination with Partners

Ensure that the contingency plan includes coordination with third-party service providers (e.g., ground services, catering, baggage handling) to maintain service in the event of a system failure

6. Testing and Drills

Regular Drills: Schedule periodic tests of the contingency plan, simulating various types of system failures and disruptions to evaluate response times and effectiveness

7. Security and Compliance Considerations

To ensure that any data handling during a system failure maintains the security and privacy of passenger information

8. Passenger Compensation Plans

To define policies for passenger compensation in the event of significant disruptions, To provide clear instructions to passengers on how to receive support and compensation, either online or in person.



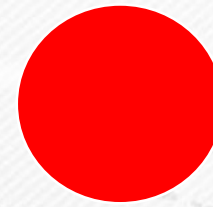
Good

- B2C Web
- Payment Gateways
- PNRGOV
- DCS Integrations
- PFS/PRL



Minor Issues

- Mobile
- B2B
- TO PNL files
- DWH
- ERP
- TO pricing



Major Issues

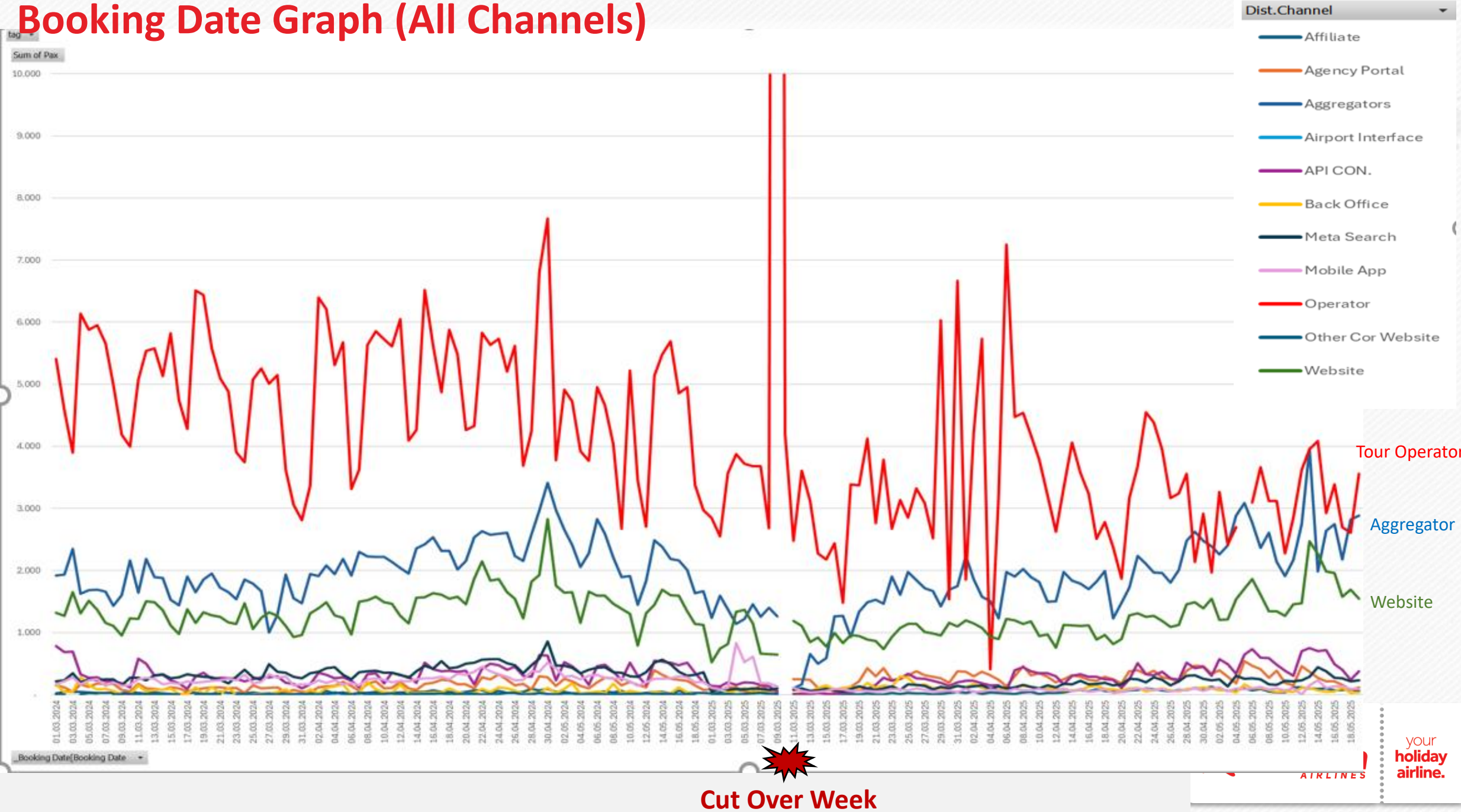
- OTAs
- Migrated Data
- Revenue Management Integration



Manually
handled

We made continuous health checks at every stage till there are no major issues.

Booking Date Graph (All Channels)





Achievements / Results

The goals were set to achieve full integration across the airline ecosystem, to ensure data accuracy and system reliability and to enhance scalability, performance, and security.

These success criteria were set at the beginning of the project



- 99.5 % of active PNRs migrated successfully
- 1% post-migration error rate in bookings/tickets,
- Zero unplanned downtime during cutover
- 95% user readiness and process adoption
- Successful go-live with zero flight disruption
- +20 PNRGOV integration completed successfully
- 3 Payment gateway integration
- +60 Tour Operator booking integration
- Seamless integration with B2B partners (OTAs, agencies, other channels)
- +20 PNRGOV integration
- +20 countries APIS integration
- +60 Tour Operators from the Tour Operator Module
- +20 DCS integrations



Lessons Learned

- Early alignment is critical
- **Executive sponsorship drives success**
- Realistic timelines matter
- **Ongoing communication and motivation are essential**
- Business readiness is as important as technical go-live readiness
- **End-to-end process testing cannot be shortcut**
- Training and simulations are essential
- **Stakeholder communication saves the day**
- Ensure smooth recovery by daily issue tracking, quick response teams
- **Integration testing takes longer than expected. Start early communication with third parties**
- Contractual process takes time. Start it as soon as possible
- **Cross-vendor collaboration is as important as internal teamwork**
- Convince business that excessive custom development adds long-term cost and complexity — align early on standard capabilities.
- **Frequent updates, clear status reporting, and visible leadership involvement maintain confidence across teams.**



We didn't just replace a system — we built a digital backbone for the airline's future.

Thank you



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