



TRAVEL CONNECT



ONE Order Explained

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ONE Order Explained

Agenda

- Vision for the Digital Airline
- Industry Challenges
- What is ONE Order?
- Program Roadmap
- ARC's Role with ONE Order
- Questions

Vision for the Digital Airline In distribution and finance by 2025

Airlines as
digital retailers

Airline Industry Retailing
(AIR) Portfolio 

Airlines as efficient
financial organizations

Financial simplification
and disruption

IATA agile and trusted structure

Innovation ecosystem and industry architecture

Four industry programs to build Airline Industry Retailing

NDC

Transform the way air products are retailed to corporations, leisure and business travelers

ONE Order

Simplify airline distribution by modernizing the order management process

NewGen ISS

Transform the current ISS model, which facilitates the distribution and settlement of funds between travel agents and airlines

TIP

Provide airlines with increased transparency and control in the collection of their sales through the travel agency channel

Industry challenge addressed by IATA ONE Order Program



Airlines

- Are restricted to paper processes in a digital world
- Lack a unified view of the customer details and journey interactions
- Are limited in what, and how, they sell and fulfill products and services



Technology & Innovation

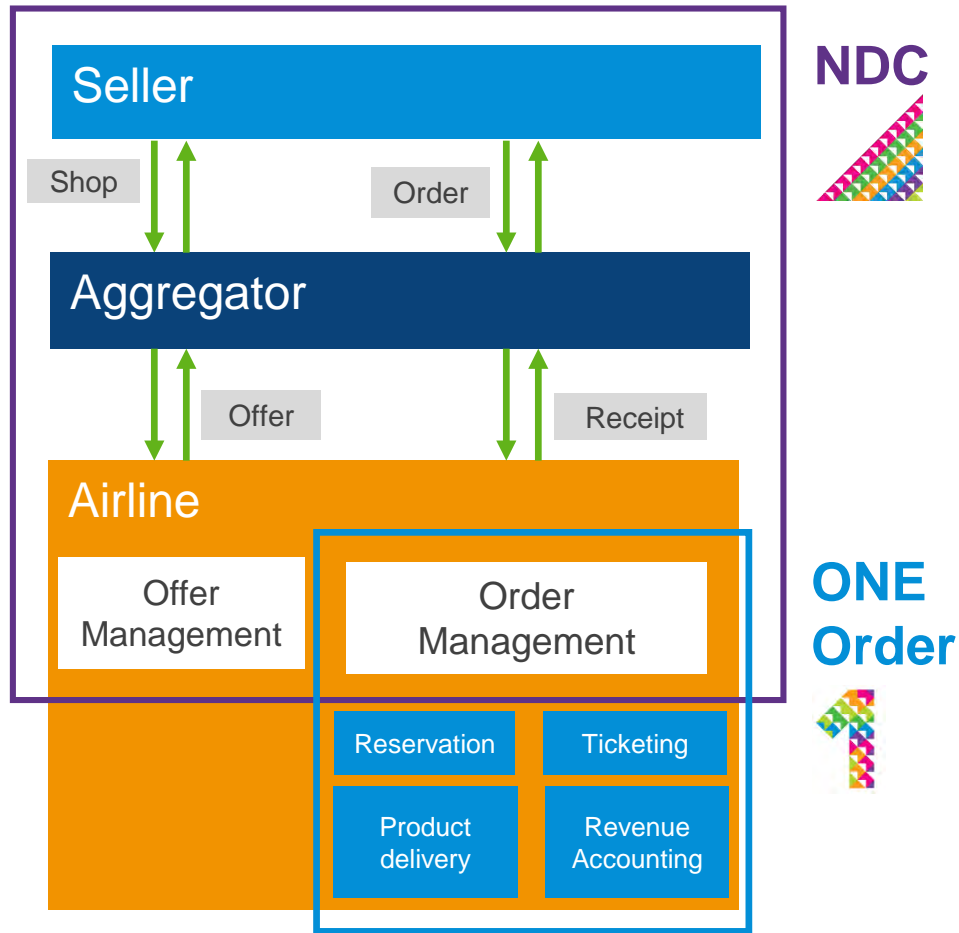
- New entrants face challenges due to the specialized market place for solutions
- Airlines have a duplication of cost and processes of PSS and e-commerce
- Airlines are hampered in innovation due to legacy processes and systems



Customers

- Are challenged by multiple references and IDs throughout their journey
- Are limited in which products and services they can purchase depending on the sales channel
- Have new and heightened expectations, seeking alignment to online retailers

ONE Order – How does it fit with NDC?



Enhanced Distribution:

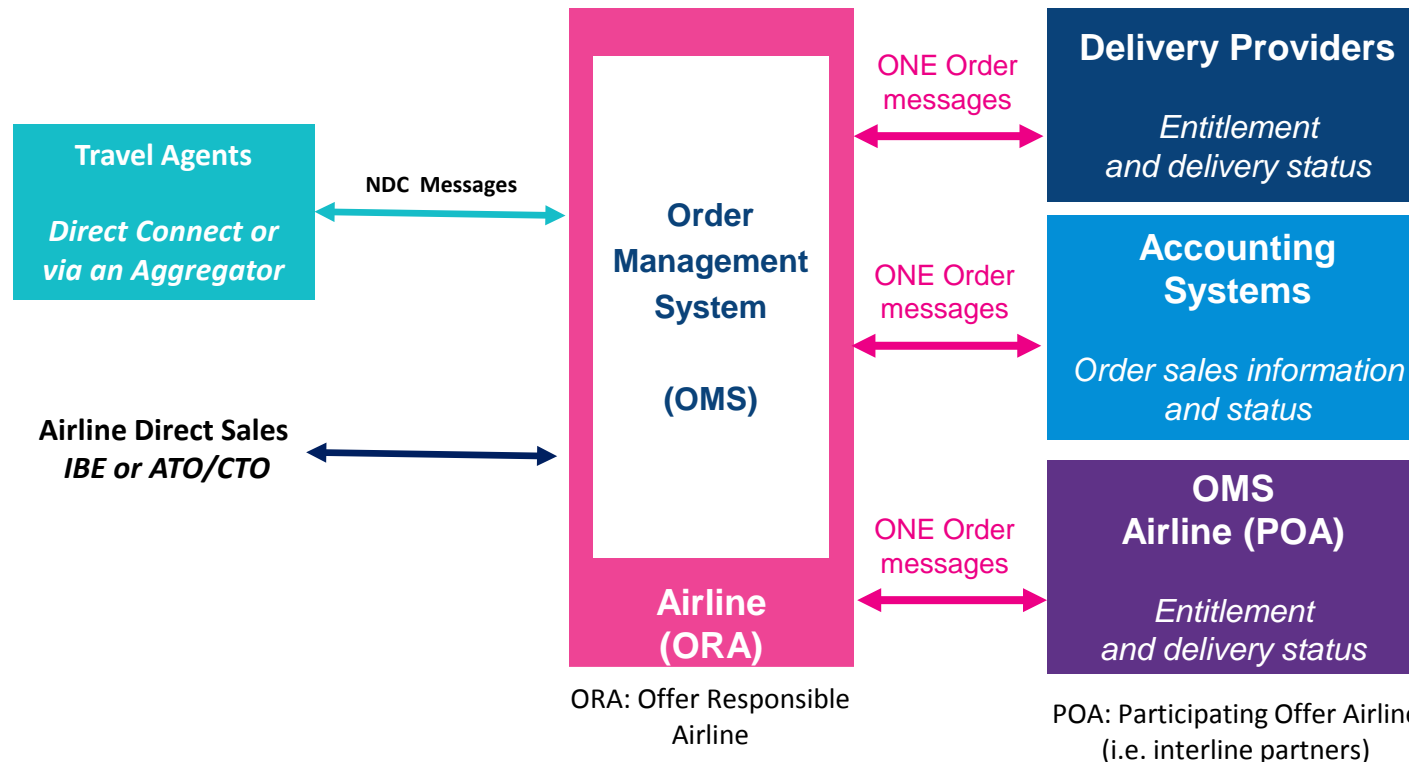
- ▶ Airlines in control with new shopping workflow
- ▶ API-based data communication standard
- ▶ Retail-style architecture

Simplified Fulfillment:

- ▶ Standardized retailing solutions
- ▶ No more ticketing paper-based accountable documents
- ▶ Facilitate “interlining” with any entities

ONE Order – What is it?

- **A single order record** combining information already existing on PNR and e-ticket/EMD
- **An order-based data communication messaging standard** facilitating retail-style architectures for fulfillment and accounting
- The foundation of airline **order management systems**



ONE Order Program Roadmap

Supported by the IATA Board of Governors

- **Phase 1:** Standard development (messaging)
- **Phase 2:** Industry capability and adoption



ONE Order-Supporting Organizations



ONE Order Pilot Participants

H2- 2017

amadeus

BRITISH AIRWAYS

INTERES

NIIT
technologies
New Ideas. More Value.™

H1- 2018

SAP

IAG INTERNATIONAL
AIRLINES
GROUP

ISO
Software Systems
Trust in IT-engineers.

 **Condor**

Sabre

HAPG
Airlines

H2- 2018

 **JR Technologies**

**Airlines and
system providers
to be disclosed
later this year**

ONE Order 3-Year Plan

“Program Strategy Paper” describes how IATA is going to support the industry
(available on iata.org/ONEOrder)

Objective is to reach a 1st Level of ONE Order industry capability by end of 2020



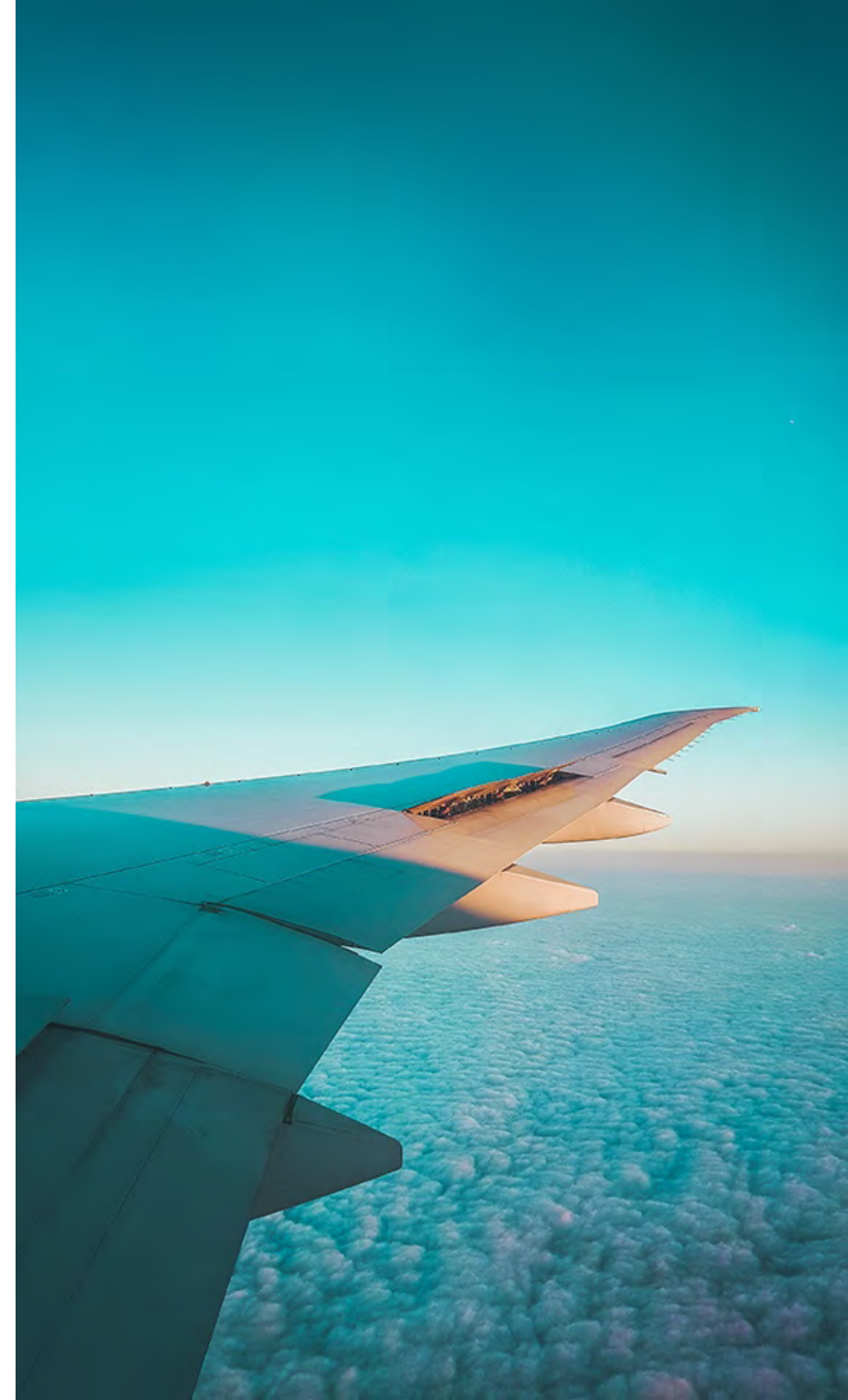


ARC and ONE Order

Distribution: Evolved Engagement

Driving collaboration with industry stakeholders

- ARC participation in NDC and ONE Order working groups since 2013
- ARC brings our customers together to identify and develop NDC and ONE Order strategies
 - Stakeholders' Settlement Council
 - One-on-one airline and agency visioning sessions
 - Agency distribution & settlement workshop



Distribution: Evolved Future-Proofed

Designing with anticipation of future needs

- ARC systems are NDC-ready today
- Flexibility built into new product design
 - Bilateral relationships
 - Custom business rules
- Managing orders, not just tickets
 - Data model
 - Settlement processes
- ARC's technology principles
 - Flexible, Scalable, Available, Automated, Secure



We Are Transforming Together

Providing solutions and guidance to our customers as we build the future of distribution solutions

- Enhanced distribution products, systems and services
- Helping to work through “the messy middle” of transition
- Facilitating discussions around complex processes
- Enabling new, flexible technologies to support our customers



The background features a teal color with abstract, flowing magenta and pinkish-red shapes that resemble liquid or smoke, creating a dynamic and artistic feel.

For more information, visit
www.arccorp.com.