



FLY BEYOND EXPECTATIONS

PSS Modernization: Transforming the Passenger Experience



Today’s fragmented distribution landscape and the rising expectations for hyper-personalized retail experiences have revealed structural limitations in legacy Passenger Service System (PSS) frameworks. These monolithic systems create friction for airlines in critical areas of competitive differentiation, such as dynamic offers, contextual merchandising, and inventory optimization.

For forward-thinking carriers, the decision to modernize their PSS infrastructure is no longer a question of “if,” but rather “when” and “how.”

Innova’s approach focuses on decoupling customer-facing capabilities from core transaction processing, enabling retail agility while preserving operational reliability. We partner with carriers to methodically transition to a future-ready architecture that scales seamlessly with evolving business models.

Why Modernize Now?

Market Reality	Legacy systems limit your ability to compete in today’s omni-channel environment
Passenger Expectations	Modern travelers demand personalized experiences at every touchpoint
Operational Pressure	Growing passenger volumes require scalable, efficient systems that legacy platforms cannot deliver
Revenue Imperatives	Outdated technology restricts your ability to optimize pricing, bundling, and ancillary revenue streams

PSS Modernization for Comprehensive Passenger Lifecycle Management- Powered by AWS

Innova Solutions delivers a modernized PSS that enhances every stage of the passenger journey, including:

<p>Core Reservation Functions</p> <ul style="list-style-type: none"> • Schedule Management • Flight Information • Inventory Management • Booking & Cancellations • Fares • Payments • Ticketing • Rescheduling 	<p>DCS/ACI Functions</p> <ul style="list-style-type: none"> • Flight Initialization • Check-In • Group Check-In • Standby/Upgrade • Boarding Pass Printing • Baggage Tag Printing • Boarding Control • Flight Closeout 	<p>Loyalty Functions</p> <ul style="list-style-type: none"> • Rules Engine • Tier Management • Member Administration • Accrual & Redemption • Miles Purchase • Partner Participation 	<p>Support Functions</p> <ul style="list-style-type: none"> • Agent Login/Logout • User Groups & Levels • General Information • Office Queuing • Printer Handling • Static Data Maintenance
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Key Benefits of PSS Modernization

Personalized Passenger Journeys

- Tailored services based on passenger preferences
- Enhanced engagement throughout the travel experience
- Improved customer satisfaction and loyalty

Improved Operational Efficiency

- Faster, more reliable workflows for critical processes
- Reduced manual intervention and error rates
- Optimized staff productivity

Scalable Solutions

- Adapts to airline-specific requirements
- Accommodates growth in passenger volume and new routes
- Flexes with changing market dynamics and business models

Ancillary Revenue Optimization

- Maximize revenues through upselling and cross-selling
- Dynamic offer management
- Enhanced loyalty programs to drive customer retention
- Comprehensive revenue accounting capabilities

Why Partner with Innova Solutions?

Innova Solutions' PSS Modernization service is specifically designed to align with the evolving needs of the aviation industry. By addressing passenger expectations, operational challenges, and revenue opportunities, we provide airlines with a robust, future-ready platform to manage the passenger journey while achieving strategic business objectives.

Our approach ensures:

- Minimal disruption during implementation
- Tailored solutions to match your specific business model
- Continuous innovation and enhancement
- Expert support throughout the modernization journey

Transform your passenger operations. Elevate your competitive position. Secure your digital future.

[Contact Innova Experts!](#)



www.innovasolutions.com

About Innova Solutions

Innova Solutions is a trusted global technology partner specializing in transformative digital solutions for complex, real-world challenges. With teams across North America, Europe, & APAC, we blend exceptional talent and advanced technologies to enhance operations and drive sustainable revenue growth for our customers. Partnering with technology leaders who share our passion for bold innovation, we deliver cutting-edge solutions such as generative AI, data & analytics, cloud computing, digital product engineering, and cybersecurity. Since 1998, we've proudly supported leading organizations across critical industries—including Banking & Financial Services, Healthcare, Insurance, and Communications—with sector-specific solutions to tackle evolving business needs.

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