



The Eastman Group has evolved a new Codeshare Platform process that functions as a “private cloud” of information related to any given codeshare program or programs between two or more airlines.

The Codeshare Platform originates messages relevant to en route travel of codeshare passengers. The system monitors and reports when codeshare flights are delayed or diverted; triggers banking settlement or credit card processes; initiates airline revenue control actions, and generates customer service requests and other airline business processes.

Personally Identifying Information (or PII) within the system is encrypted as information is received; and remains encrypted until it is re-transmitted as outgoing messages. The key advantages of this program are ...

- Speed – virtually real-time tracking of codeshare travel; settlement if mutually agreed – ensures timely capture of revenue as well as enhanced service levels to travelers
- Control – total control of the code share process as mutually defined by the airlines – independent of constraints or traditions of legacy technology system structures
- Privacy – private cloud business relationship(s) – each relationship can differ and have any set of related business rules agreed between participants (which can include non-air vendors such as agencies, consolidators, cruise lines, and/or tour operators).
- Lower Cost – avoids the transaction costs of interline settlement, BSP, and related processes and reduces the overhead costs of tracking and reconciling such codeshare transactions

Additional benefits include ...

- The ability to take advantage of innovative, low-cost settlement options
- Expandable and easily scalable
- Connects to any already existing industry technology platform transparently
- Ticketless, e-ticket, or printed document options
- Tracks passenger travel en route in virtual real-time
- Real-time credit card processing speeds financial realization
- Operations status updates (i.e. delays, diversions, re-routes, VIP, traveler-value status reports of inbound codeshare travelers, etc. -- directed to operations or specific gates as needed).
- Optimizes codeshare traveler service levels
- Direct settlement between carrier banks when desired
- Complete privacy of carrier business relationship(s) and passenger information
- Simple participating carrier information updates
- Easy integration with operations and revenue control

TEG's Codeshare Platform offers superior customer service opportunities, lower tracking costs with faster settlement, and unfettered privacy and controls not found in common airline relationships.