



# TA Disruption Hub

TAConnections

**Smarter. Digital. Mobile. Connected.**

TA Disruption Hub provides a digital disruption management solution in a single platform.

## When disruptions happen, TA Disruption Hub is your solution

TA Disruption Hub proactively monitors passenger itineraries and flight operations to identify and treat disruption events in real-time. It supports:

- Flight rebooking
- Create credits
- Process refunds
- Hotel accommodations
- Generate vouchers
- Transportation reservations

## Make faster, smarter decisions

TA Disruption Hub offers real-time passenger and flight monitoring to expedite recovery from disruptions. Notifications of reaccommodation and entitlements, factoring in airline specific rules and regulations, are communicated to passengers via web portal, email, or text.

## Self-Service portal streamlines disruptions

- One-stop management of passenger disruptions
- Passengers can book alternative flights and hotels with present availability
- Processes refunds and creates vouchers/credits
- The app is white labeled with your brand, building trust with your passengers

## Keeping passenger satisfaction top priority

TA Disruption Hub supports regulatory and financial compliance. We have partnered with thousands of hotels around the world, providing you access to discounted hotel room offerings. A built-in regulatory rules engine (ie EU261) keeps you in compliance, so you can focus on fulfilling your passengers' journey.

## Saves passengers time and airlines money

- Seat Assignment Engine provides seat placement information for agents
- Multi-language support to assist in passenger communication
- Flight booking is managed via multi-channel TA Flight Switch
- Rebooking flights with your airline and other airlines to get the fastest resolution possible
- Automatic Misconnection Management reticketing minimizes the impact of a disruption event by anticipating missed connections, and proactively creating disrupted passenger plans

## Benefits

### Takes the workload off airlines

Provides airline regulatory compliance solutions for immediate passenger rebooking needs, via an agent or the white-labeled self-service disruption portal.

### Complete control over a disruption event

With options for automated passenger reticketing and hotel accommodations that fit in your company's guidelines, we enable agents to maximize customer satisfaction while maintaining the costs of a disruption event.

### Keeps passengers up-to-date

Effective communication with disrupted passengers prevents negative brand impact and can boost brand loyalty.

## Our Complete, End-to-End Airline Solutions



### TA DISRUPTION HUB

Experience seamless disruption management with TA Disruption Hub—the ultimate solution that improves passenger satisfaction and keeps airlines in control of costs. Proactively manage disruptions with ease.



### TA CREW HUB

Automation of the crew layover process and a digital cabin with integrated point of sale



### TA RAMP

Digital Baggage Reconciliation with real time operational information



### TA AIRPORT

Mobile DCS to transform your airport operation and improve the passenger experience



### TA INFLIGHT

Enhanced flight service with a digital cabin and integrated POS to grow inflight retail revenue

## A Few of Our Clients

American Airlines 

 DELTA

easyJet

UNITED 

الإتجاه  
ETIHAD  
AVIATION GROUP

 JAPAN AIRLINES

SINGAPORE  
AIRLINES 

spirit  
Less Money. MORE GO.

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