

Mobility as a Service *with AFT'S SWAZ*





Swaz

There is always a better way! —

Smart Cities Need Smart Transportation

Today's consumers compare more than just a hotel accommodation, they go for complete experience which starts from airport

Connected Future: *Mobility Trends*

Today's consumers compare more than just a hotel accommodation, they go for complete experience which starts from airport.



Automation

A single human error or an unpleasant customer's experience could have devastated impact



Voice based tours

Personalized voice-based tours for small groups offering various language narration



Smart phone revolution

The smartphone is fundamentally reshaping the hospitality sector. Consumers are using apps to view and book holidays and seeing their itinerary on the go



Shift from product to experiences

Tourist now do not just look for a hotel accommodation, they look for the complete travel experience including airport transfers



Outsourcing transportation

Hotels are driving bottom line profits by outsourcing hotel transportation services. Outsourcing to right partner is tied up to success

Emerging Trends

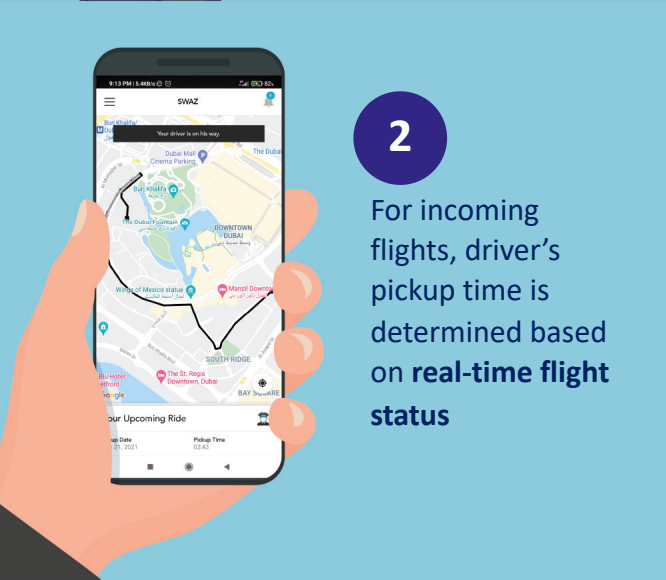
Delivering a Seamless End-To-End *Travel Experience*

Today's consumers compare more than just a hotel accommodation, they go for complete experience which starts from airport.





1
Customer calls hotel Helpdesk to book a ride



2
For incoming flights, driver's pickup time is determined based on real-time flight status



4
Driver marks as arrived using the application



6
Driver rating ensures quality checks are in place



3
Customer receives ride booking detail along with app link

5
Ride status is tracked real-time by both customer and hotel



7

- Exceptional Customer Experience
- Booking's data used by Hotel to create more opportunities
- Data helps hotels understand different audiences & their preferences
- Targeted promotional content based on audience

1. Hotel Helpdesk creates booking using customer details

2. Nearby driver based on geo location and ratings gets assigned

3. Customer is notified when driver arrives at the desired pick-up point

4. Upon ride completion, ride summary is shared with all

5. Hotel bills customer against their markup % on top of actual fare



Thank *You*