

IATA

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Chicago, USA
25 – 26 October 2023

WPS: PASSENGER EXPERIENCE & AIRPORT



Co-host Airlines:



IATA WORLD FINANCIAL SYMPOSIUM

IATA WORLD PASSENGER SYMPOSIUM

Wednesday, 25 October

WPS: Passenger Experience & Airport

14h00 – 14h15	Welcome: Highlight of relevant areas from GPS
14h15 – 14h30	The importance of Passenger Insight – a data centric approach for customer centric action
14h30 – 15h15	<p>GPS Deep Dive session & panel</p> <p>Moderator: Harry Grewal, Director, Airport Infrastructure & Customer Experience, IATA</p> <ul style="list-style-type: none"> • Garima Sharma, Managing Director, Customer Next & Analytics, United Airlines • Hans Zijlstra, Director Customer & Market Insight, KLM Royal Dutch Airlines • Mike Karam, Director, Customer Service Delivery Excellence – Airports, Air Canada
15h15 – 15h30	Sponsored Slot: Baggage
15h30 – 16h00	NETWORKING BREAK
16h00 – 16h15	<p>Sponsored Slot: Amadeus – Digital Identity</p> <ul style="list-style-type: none"> • David Trastour, Head of Product, Amadeus
16h15 – 17h15	<p>Revolutionizing Global Travel: The World's First All-Digital International Journey, from Shopping to Travelling the World</p> <p>Unveiled at the Opening Plenary, go into a deep dive of IATA's Innovation Lab's pioneering End-to-End Proof of Concept (POC). This PoC showcases a streamlined digital passenger experience, spanning from shopping to flying, enhancing convenience, security, and efficiency through collaborative industry efforts. By utilizing IATA Digital Identity Standards, Modern Airline Retailing, OneID, and Contactless Travel Standards, the industry can unlock value for the entire value chain. Stay tuned for an in-depth exploration of this POC!</p> <p>Moderator: Kat Morse, Senior Manager Innovation & Partnerships, IATA</p> <ul style="list-style-type: none"> • Aniket Urganlawar, Head of Technology, Verchaska Infotech Pvt. Ltd • Anna Ghion, Senior Global Lead, IGO AIR • David Trastour, Head of Product, Amadeus • Henk van der Velde, Regional Director, Trip.com • Heinrich Grave, SVP Digital Identity, IDnow • Ricardo Vidal, Head of Innovation, British Airways • Ursula Silling, CEO, Branchspace • Victor Martinez Jurado, Engineering Manager, Digital Identity, SICPA
17h30	NETWORKING DINNER

*Times are subject to change

