JSX and Navitaire: A Collaborative Success with AppCenter

CASE STUDY: NAVITAIRE APPCENTER

How technology transformed airline operations

Recognizing the challenges faced by airline agents in navigating multiple systems and processes, Navitaire set out to streamline operations and enhance efficiency. This need led to the development of AppCenter – a web-based platform designed to make life easier for airline agents. With AppCenter, agents can access various tools and features from a single, convenient interface. It offers faster access to customer information, smoother booking and payment processes, and improved security, all while being easy to use on a standard web browser.

JSX, a boutique regional airline known for its affordable luxury travel, partnered with Navitaire to implement AppCenter and make airline booking and servicing processes more streamlined and efficient. Together, they created a faster, friendlier experience for customers and agents alike.

The Challenge
Introducing a new platform like AppCenter to the industry was no small task. Navitaire needed a forward-thinking, agile and responsive partner willing to test-drive their innovative solution—and JSX was up to the challenge. As early adopters, JSX got a sneak peek at the Minimum Viable Product (MVP) version and provided valuable feedback to refine it into the cutting-edge tool it is today.

A Collaborative Approach
JSX and Navitaire worked hand-in-hand to test the app and make sure it delivered on its promise of simplicity and speed. From usability improvements to resolving technical hurdles, the teamwork between these two organizations was key to AppCenter's successful rollout.

The Results
The collaboration paid off in a big way. JSX saw noticeable improvements in productivity, with agents able to complete tasks faster and train on the new system in record time. Meanwhile, Navitaire gained invaluable insights to continue enhancing AppCenter for future users. The app's intuitive interface and thoughtful design elements – like the ability to switch between applications with just one click – have made it a game-changer for day-to-day airline operations.

"The new Navitaire AppCenter is truly a next-generation airline operations suite. As a web-based thin client, it can be deployed rapidly. Upgrades are also effortless as they can be pushed without any of the traditional downtime.

One thing that really stands out with AppCenter is its lightning speed. Applications have many thoughtful enhancements to make it more efficient for end users. The user experience is clean, intuitive, and the intent architecture means I can switch between apps in AppCenter with just a click.

I have been able to train JSX crew-members with specific Navitaire needs (such as issuing vouchers) in as little as 30 minutes!

JSX's partnership with Navitaire has been of significant value to us. As an early adopter of AppCenter, Navitaire has listened to our feedback on functionality and UI improvements which has helped shape the direction of AppCenter's development. This collaboration is significant; it demonstrates that Navitaire values JSX as a partner in the advancement and evolution of AppCenter."

Kai Groves
Senior Manager-Passenger Service Systems & Distribution
JSX

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CASE STUDY: NAVITAIRE DIGITAL PLATFORM

What Makes AppCenter Special?

AppCenter was built with ease and efficiency in mind. Here's why it stands out:

- No downtime for updates: AppCenter gets upgrades pushed to its web-based system, eliminating the need for individual workstation updates

- Single sign-on: Agents can log in once and access all their tools quickly

- Quick app switching: Moving between applications takes just one click, saving time and effort

- Permission-based access: Each user sees only the apps and functionality relevant to their role, ensuring security and simplicity

The Partnership Advantage

JSX didn't just adopt AppCenter – they played a vital role in shaping its evolution. Navitaire listened closely to JSX's feedback on functionality and user experience, turning their input into real changes that benefited everyone. This ongoing collaboration is a testament to Navitaire's commitment to innovation and their strong partnership with JSX.

AppCenter isn't just a tool – it's a smarter, cost-effective way of working. JSX's adoption of this platform showcases how thoughtful technology can empower businesses to offer exceptional service while improving efficiency. Both teams emerged from the partnership stronger, and AppCenter is a shining example of what's possible when innovation meets collaboration.

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