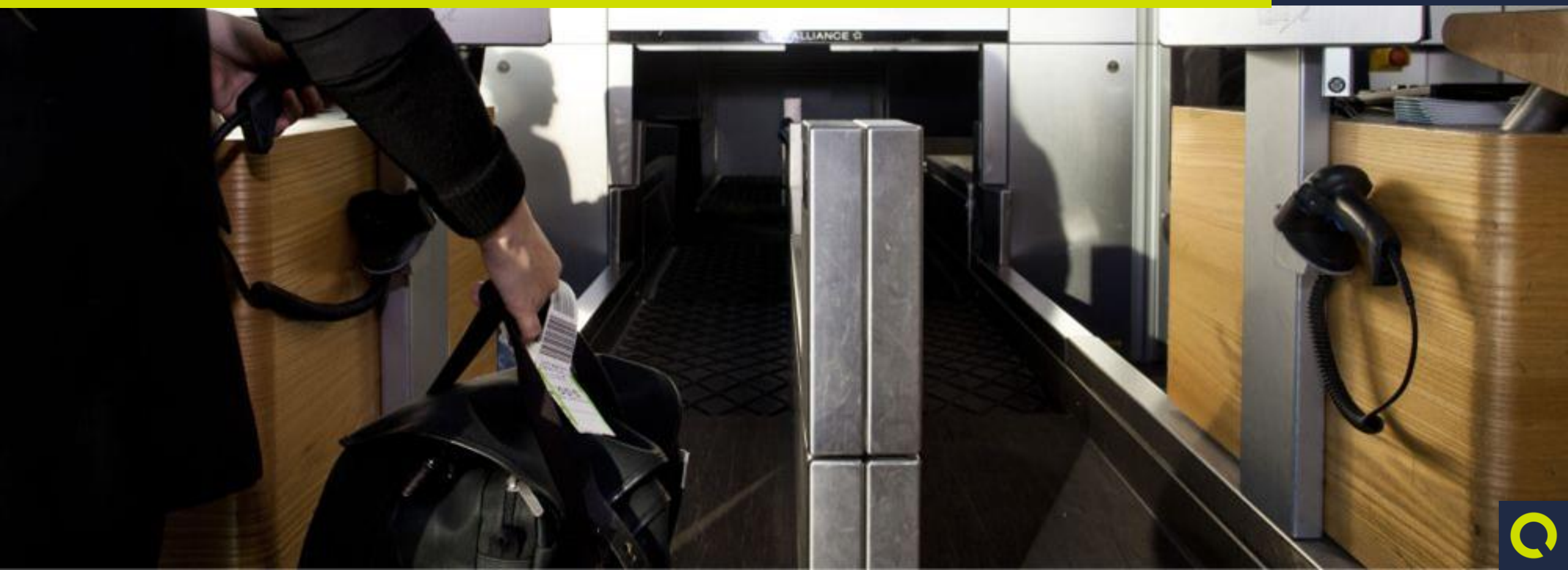


Free your luggage!



Traveling with luggage

Nervous

Easy

Smooth

Exhausting

Transparent

Unclear

Relaxed

2019

in the future



240 000

frequent business travelers
per year in

Helsinki only

953 000

frequent business travelers
per year in
Finland

173 800 000

frequent business travelers
per year in
Europe

68%

airlines plan to implement **real-time
bag tracking** information for
passengers by 2021

15x

Increase in number of **self bag-drop units** predicted by 2021

It seems like a good
opportunity, isn't it?

John



International Sales Manager
who travels a lot with luggage

John

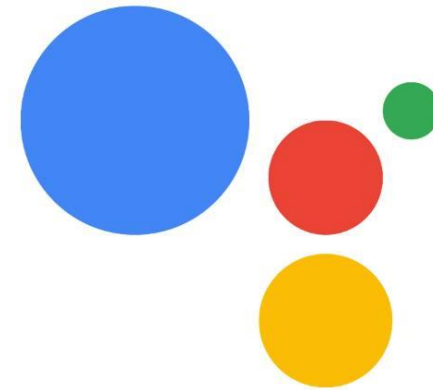


International Sales Manager
who travels a lot with luggage

Ok Google, I have an important meeting now and then flight in 4 hours!

I have 1 bag to check-in but I don't want to carry it with me to the meeting.
What should I do?

Ask FINNAIR, they have a perfect option for you!



Google Assistant

Mary

Hey, John!
Yes, we have a Service for
you to drop-off your luggage
in the city center and we
deliver it to the airport
ourselves!



FINNAIR

Customer support specialist

John



WOW! But what about safety? How can I be sure that it arrives at the airport in time?

International Sales Manager
who travels a lot with luggage

Mary

On our website or in the app
you will be able to track the
location of your luggage in
real-time!



FINNAIR

Customer support specialist

John



That's exactly what I need!
Could you tell me more
about it, please?

International Sales Manager
who travels a lot with luggage

WHAT do we offer?

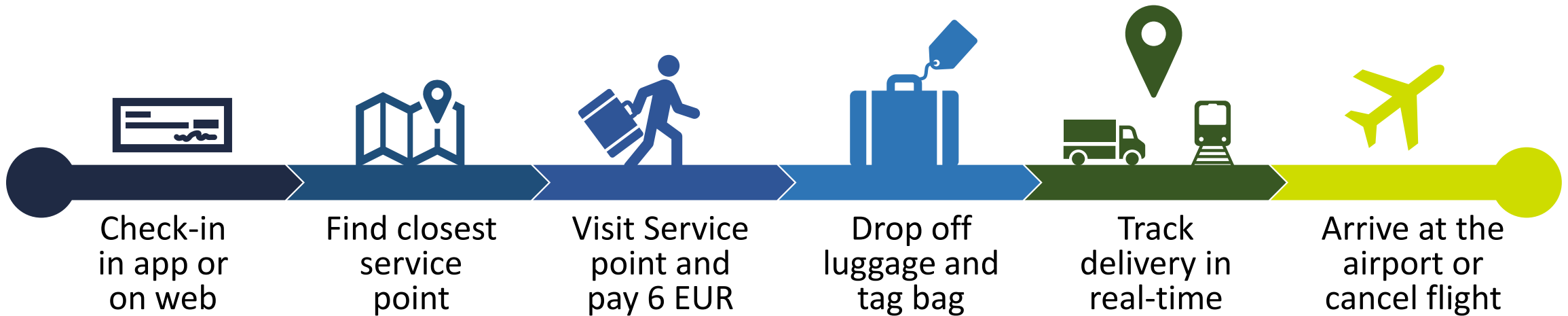


B2B solution enabling
luggage drop-off
outside the airport



Feature to track the
status of luggage
location

WHAT is John's journey?

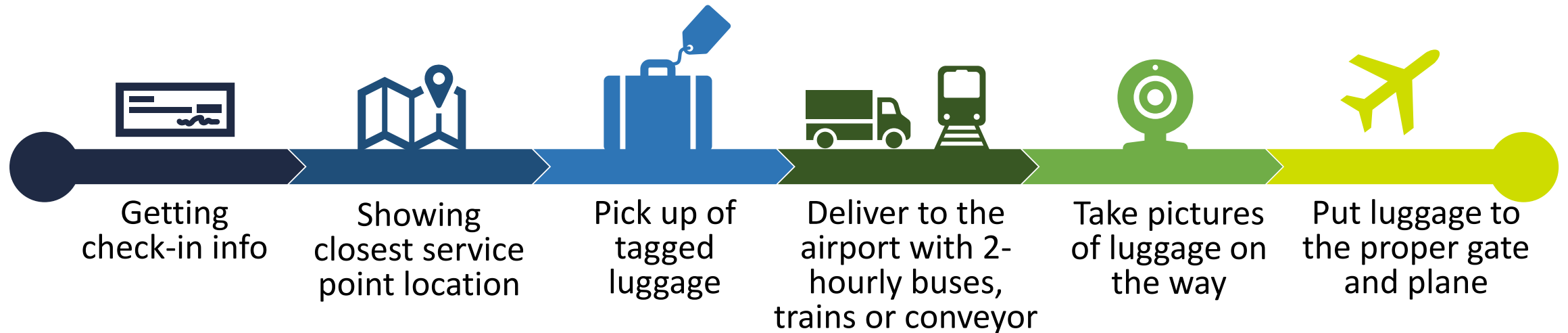


WHAT is John's journey?

1. Traveler wants to drop off his luggage in advance
2. Checks-in in the airline app
3. Gets informed about closest service point through our feature
4. Comes to service point (located in the city center or near railway stations)
5. Registers luggage, prints out and applies tag
6. Puts luggage on conveyor belt or specified place for luggage
7. Leaves to do personal tasks
8. Tracks luggage location by visiting website or requesting push-notifications
9. Goes to the airport or cancels the flight and luggage delivery

WHAT is FINNAIR's journey?

FINNAIR



WHAT is FINNAIR's journey?

1. Company receives check-in information and provides location of closest service points
2. Picks-up the luggage with a tag
3. Uses buses, trains or conveyor belt to carry luggage to the airport
4. Takes pictures of luggage at check-points on its way to the airport and sends them to customer each time he opens a feature or requests this data
5. Delivers luggage to the proper gate and airplane

WHAT does it all bring to *FINNAIR*?

Customers are happy
and are coming back!



John

Luggage is safe and
successfully delivered!



800k EUR in yearly
incremental profit



HOW to make it real and scalable?

FINNAIR

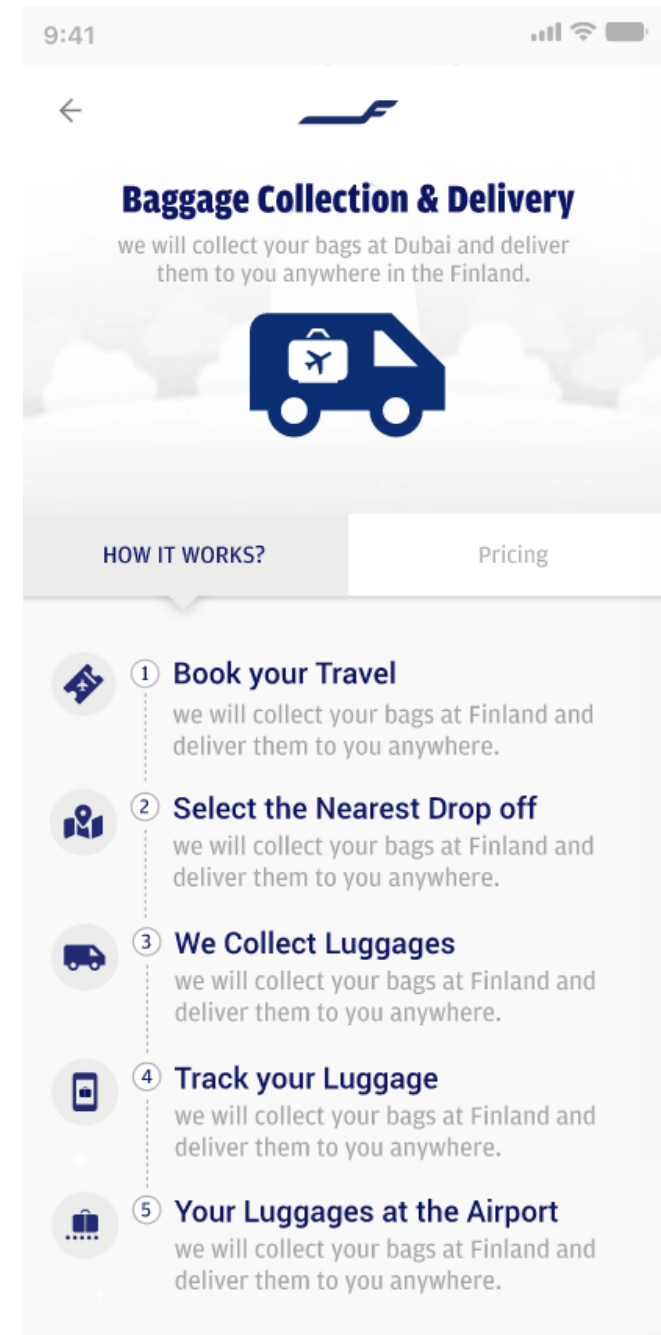
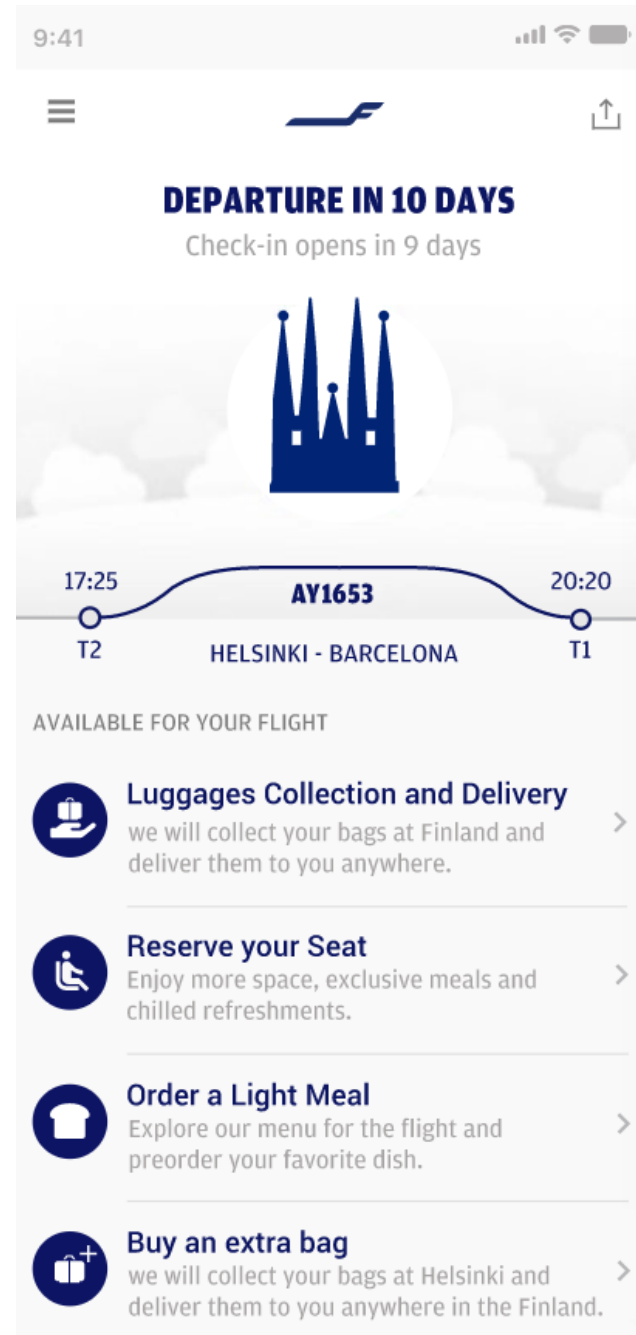
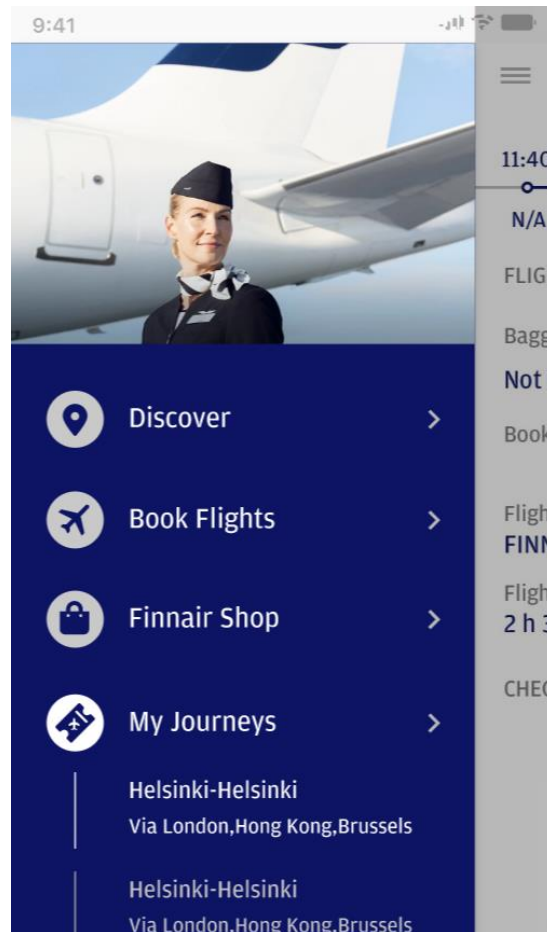


Any airline or airport
operator all over the world



Let's stop talking and see how it works!

Mobile app version with integrated solution



Website version with integrated solution



FINLAND - EN

CUSTOMER CARE

	DESTINATIONS & OFFERS	PREPARE	TRAVEL & FLY	LUGGAGE	CUSTOMER CARE	FINNAIR PLUS
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LUGGAGE INFO FOR BOOKED FLIGHTS

BOOKING REF: 56F6D

AY1234: HEL-ARL 22/11/2019
STATUS: DROP OFF AVAILABLE

FIND DROP OFF POINT

BOOKING REF: 6A84X

AY5678: HEL-MUC 20/11/2019
STATUS: IN STORAGE AT AIRPORT

DETAILS

View our Baggage and Optional Service Charges

Online luggage tracking system

