Disruptions happen. Minimize the effects on travelers and your business with the right data.

**CUSTOMERS RELY ON US FOR**
- Accurate, quality data
- Exceptional support
- Technical leadership

**WHY THIS IS IMPORTANT TO YOU**
- Speed to market
- Freedom to innovate
- Flexibility to match client needs
- Better information sharing

**KEY QUESTIONS ANSWERED**
- Which of my travelers need help right now?
- How can my team be ready in times of disruption?
- How do I deliver the right information to travelers at the right time?

When operations are strained with time-consuming re-accommodations, costs increase and travelers get frustrated. Improve the traveler experience with changes to your processes. Integrate alerts into your workflow – for your agents, and for your travelers.
How it works

A powerful suite of solutions designed to help travelers, travel agents, airlines or other recipients stay informed of flight disruptions. Proactive Services support faster, more efficient air travel re-accommodation by intelligently monitoring any combination of flights within a trip and the waivers that might be associated with those flights.

Differentiate your service with personalized messages

- Ongoing trip monitoring for cancellations, delays, potential misconnects, diversions, etc. derived from a database that tracks 22 million flight events per day
- Traveler and agent alerting of actual or potential disruptions based on where a traveler is in their journey and what is happening to their flight
- Automated communication of waivers with applicable matching trips to travelers and agents

Configurable alerts

Deliver rapid communications and proactive re-accommodation based on pre-determined parameters and traveler preferences

Simplified waiver management

Corporate travelers are spending 6% less time holding while agents research trip options when using Travel Waiver Services

Analytics for flight disruptions

Access objective insight into travel disruptions broken down by key metrics, such as by route, by carrier and type of disruption, and by hour of day and day of week

About Cirium

Cirium brings together powerful data and analytics to keep the world in motion. Delivering insight, built from decades of experience in the sector, enabling travel companies, aircraft manufacturers, airports, airlines and financial institutions, among others, to make logical and informed decisions which shape the future of travel, growing revenues and enhancing customer experiences. Cirium is part of RELX PLC, a global provider of information-based analytics and decision tools for professional and business customers. Find out more at cirium.com.

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