

 TRAVEL  
TECHNOLOGY  
RESEARCH

## The Market for Airline Passenger Services Systems - 2011

### A Market Review & Vendor Analysis

January 2011 edition

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## Introduction

This is the third edition of the T2RL report on the market for airline Passenger Services Systems. The first edition was prepared by Travel Technology Research (T2RL) in September 2009. It was updated in January 2010, to incorporate market growth to the end of 2008 as well as changes and updates from 2009. This edition, published in early 2011 describes the current state of the market using the most recently available contract data along with passenger volume information relating to 2009. The data is derived from T2RL's extensive experience of working with airlines and vendors on the application of information technology to the real world challenges of the modern airline industry.

Many companies in the airline IT industry need to improve their knowledge and understanding of the market for airline and airport passenger management systems. T2RL has produced this detailed report on the Reservations and DCS systems deployed today along with a perspective on the emergence of Next Generation Platforms.

This report has been produced in response to real customer needs. It embodies the most current view available of the commercial technologies in use by passenger airlines. It surveys the vendors of those technologies in some detail and considers how the market is likely to develop over the next few years.