

INDRA WORKS WITH SOUTH AFRICAN AIRWAYS TO INCREASE REVENUES, REDUCE COSTS, AND IMPROVE THE OFFERING TO ITS CUSTOMERS BY REDESIGNING ITS WEBSITE AND PROCESSES

- The project includes major improvements in the user experience, a new graphic design for the airline portal, the integration of a new content manager, and the implementation of different Indra SUITAIR IBE (Internet Booking Engine) functions
- Indra's proposal will enable South African Airways (SAA) to utilize a state-of-the-art platform that will increase its visibility and improve customer services

Madrid, March 28, 2017.- Indra, one of the world's leading global consulting and technology companies, has just completed the implementation and start-up of the new online portal of South African Airways (SAA), the leading airlines in South Africa, thereby increasing its visibility and improving its service provision for digital customers.

The project includes a new graphic design that's much more updated and modern, and improves the user's experience with the www.flysaa.com website, enabling the integration of the portal with a new content manager, while also being fully customizable (Open Source), allowing for future developments. Indra has installed various modules from its SUITAIR IBE (Internet Booking Engine) solution in the SAA portal. This proprietary solution enables airlines to easily introduce products and services to complement flights, such as insurance cover, car rental and hotel reservations at the destination, thus increasing revenues and improving the passenger experience.

Furthermore, Indra's e-Pricing module provides a new concept in price searches and the generation of offers, enabling the airline to cut costs through fast, easy and economical access to the price of its tickets, without having to depend on any third-party services. Likewise, the company's technology has also implemented for SAA its coupon solution that allows, on the payment page, for reducing the final price of the ticket, and for including other complementary services by applying personalized offers and rates.

Customers of SAA may this way take advantage of a new website that expands the user's experience through access to automated offers, new complementary services in addition to the flight, and greater ticket management efficiency, accessibility and a *responsive* mode (which facilitates the adaptation of the user interface, regardless of the device on which it is run).

Innovation for airlines

Indra, the provider of numerous systems and solutions for the aviation industry, has successfully implemented large-scale projects for airlines worldwide, collaborating in all areas of the operations and business cycle (e-Commerce, Digital Strategy, Revenue Accounting, Business Analytics, CRM, Loyalty, Application Management and Infrastructure Outsourcing, to name just a few).

The company is at the forefront of technology in the Air Transport sector, offering solutions and services designed to achieve continuous improvement in airline productivity and resource management. Indra systems improve its clients' competitiveness and enable them to access new market opportunities and address the current challenges in this constantly changing sector.

About South African Airways (SAA)

South African Airways (SAA) is the leading carrier in Africa, serving 56 destinations, in partnership with SA Express, Airlink and its low cost carrier, Mango, within South Africa and across the continent, and nine intercontinental routes from its Johannesburg hub. It is a member of the largest international airline network, Star Alliance. SAA's core business is the provision of passenger airline and cargo transport services together

with related services, which are provided through SAA and its wholly owned subsidiaries: SAA Technical; Mango its low cost carrier; and Air Chefs, the catering entity of SAA. SAA is the winner of the 'Best Airline in Africa' Award in the regional category for 14 consecutive years and the winner of 'Service Excellence Africa' for three years. Mango and SAA hold the number one and number two successive spots as South Africa's most on - time airlines.

About Indra

Indra is one of the main global consulting and technology companies and the technology partner for core business operations of its clients businesses throughout the world. It offers a comprehensive range of proprietary solutions and cutting edge services with a high added value in technology, which adds to a unique culture that is reliable, flexible and adaptable to its client's needs. Indra is a world leader in the development of comprehensive technological solutions in fields such as Defense & Security, Transport & Traffic, Energy & Industry, Telecommunications & Media, Financial Services and Public Administrations & Healthcare. Through its Minsait unit, it provides a response to the challenges of digital transformation. In 2016 it reported revenues of €2,709m, had a workforce of 34,000 professionals, a local presence in 46 countries, and sales operations in more than 140 countries.