Airlines

Real-time communication is at the core of customer service; airlines need to send accurate and timely information about flight status, baggage delivery, and other information to ensure smooth operations and customer satisfaction. Collecting vast amounts of critical operating data accurately from across a fleet of planes and equipment requires scale, real-time delivery, and a global edge cloud network.

Expand your connected fleet effortlessly anywhere in the world

According to the U.S. DOT, on average, 100,000 flights carry 8 million passengers from 40,000 airports worldwide every day. The Akamai Intelligent Edge Platform enables connecting your worldwide fleet at scale.

Enhance business continuity with Akamai’s world-class security

Information security is the highest priority for airline operational safety and customer privacy. Built on the Intelligent Edge Security Platform, Akamai’s messaging service provides encryption, identity management, authentication, and DDoS protection for all your messages.

Avoid chaos and confusion with instant updates

Legacy flight info messaging can experience delivery failure, delays, or out-of-order messages. Akamai’s real-time, ordered, and synchronized messaging is designed to help ensure streamlined operations to reduce support cost and enhance customer experience.

Delight your customers with guaranteed message delivery

Other message services depend on continuous connectivity and can take hours to connect a large number of users and devices. Akamai has shown it can connect them in just a few seconds. Akamai also retains messages for seven days, enabling robust, in-order delivery of critical global operation messages to enhance efficiency and big data analytics.

Go real-time for your mission-critical global operations

Simultaneous messages from a large number of devices can cause network congestion. Akamai’s globally distributed intelligent edge platform enables much higher throughput and real-time performance. For complex, interdependent airline logistics, every second counts.

Simplify maintenance of safety-critical systems with automated updates

Managing a diverse array of airline equipment such as engines, software, seating data, and entertainment systems is a challenge. Akamai’s push messaging allows notification of the latest updates instantly – as soon as they become available – which facilitates managing safety-critical airline systems throughout the fleet.

Learn more at akamai.com/edgecloud