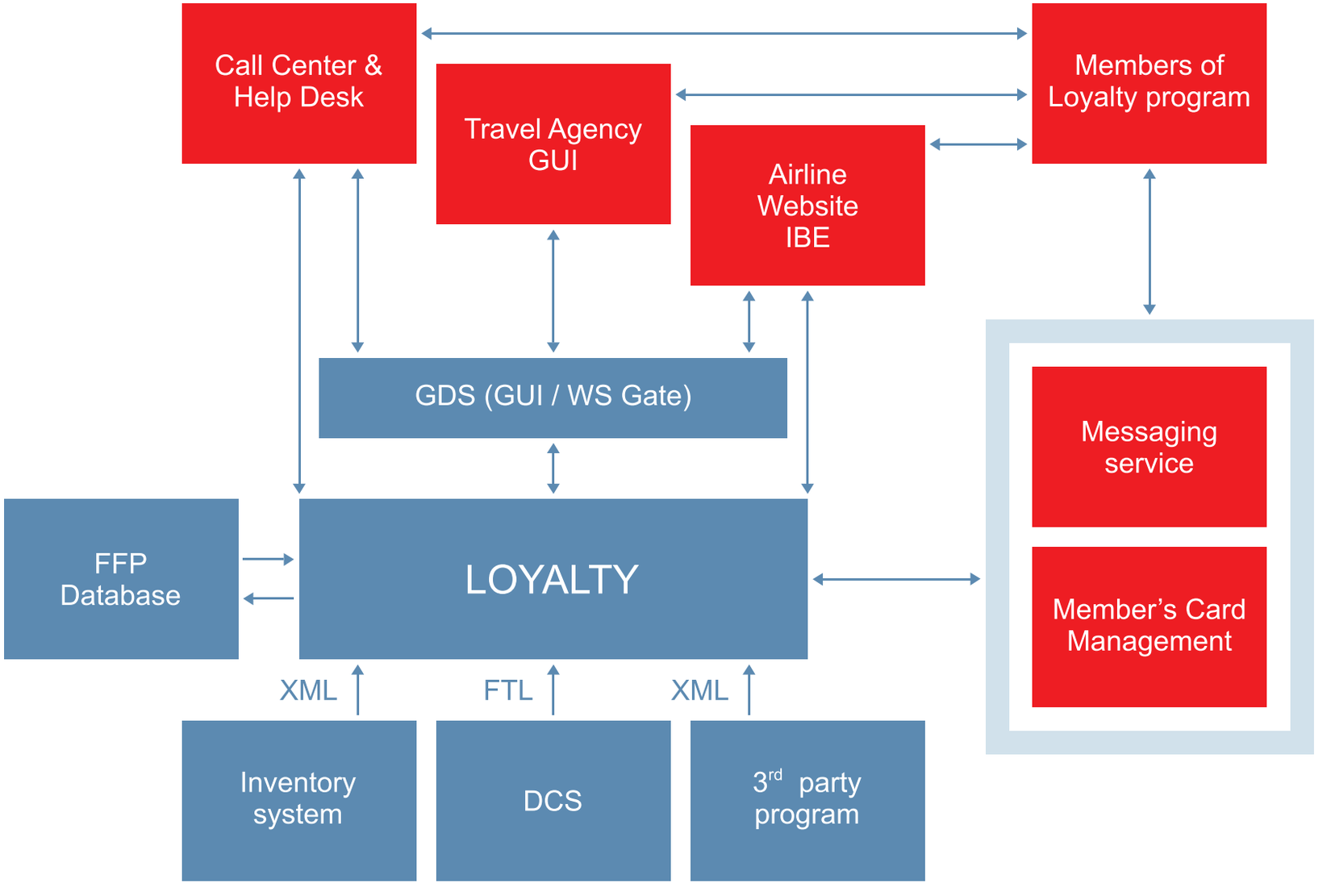
LEONARDO
Passengers Service System

Leonardo Loyalty

SIRENA TRAVEL

LEONARDO
Passengers Service System

- Member’s data management
- Member’s activities tracking
- Mileage Accrual & Redemption
- Conducting targeted promotional campaign, e-mailing & messaging
- User’s access management
- Report Service


Call Center & Help Desk
Travel Agency GUI
Airline Website IBE
Members of Loyalty program
GDS (GUI / WS Gate)
Messaging service
Member's Card Management
FFP Database
LOYALTY
XML
FTL
XML
Inventory system
DCS
3rd party program

- 3 level-based membership (passenger, corporation, travel agent)
- Ability to join membership through airline website, call center, filled up application paper
- Support of special membership statuses (bronze, silver, gold, VIP, etc.)
- Member’s Private/Corporate account management:
  - Member’s data storage & maintenance
  - Access attributes management
  - Accumulation of mileage history
  - Retrospective mileage request generation

Mileage Accrual, taking into account:

- Member’s status sensitive parameters
- Member’s status insensitive parameters
- Retrospective credits/mileage fulfilment

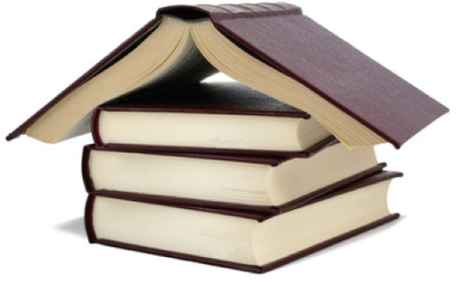
Mileage Redemption, which provides:

- Airline services: Award ticket, class upgrade, etc.
- Partner’s program awards
- Unused mileage cancellation (after expiration date)

Universal report designer provides airlines with a variety of reports:

- Member’s activities report
- Service based mileage redemption (tickets, class upgrade, baggage, etc.)
- Mileage accrual & redemption (aviation/non-aviation services)
- Partner’s mileage accrual & redemption and its cost

- Predetermined flight routes based rules of mileage accrual & redemption
- Support of mileage accrual & redemption for Partner’s services
- Multiple member’s status support & control (Basic, Silver, Gold etc.)



SIRENA TRAVEL

Sirena-Travel GmbH
49, Savignystrasse,
Frankfurt-am-Main, Germany, 60325
Tel.: +49 69 74308744
Fax: +49 69 74308764
http://sirena-travel.com
http://leonardo.aero
e-mail: pss@leonardo.aero

Sirena-Travel CJSC
37, bld.12, Leningradskiy prospekt,
Moscow, Russia, 125167
Tel.: +7 495 782 1315
Fax: +7 495 782 0164
http://sirena-travel.com
http://leonardo.aero
e-mail: pss@leonardo.aero