

# AI Airline Retailing: Retail Core - Personalized Ancillaries | Smarter Disruption Recovery | Higher Revenue.

Inspire<sup>↑</sup>



# Gen Z and AI

**Competitive Reality:** 37% more from Gen Z

- Ancillary revenue increase w/ AI is around **10%**

**Why Gen Z = Your Highest-Value Ancillary Segment**

- **Mobile-Native = Spontaneous Purchases**
- 72% confident using AI. More likely to complete last-minute mobile upsells.

**Trust AI = Higher Conversion**

- 53% prefer AI platforms. Gen Z converts at 2-3x higher rates with personalized offers.

**Value Experiences = Premium Upsells**

- 54% pay more for sustainability. Willing to upgrade for better experience.

**The Bottom Line**

- Gen Z has **\$360B spending power today**. They're your highest-converting ancillary customers NOW.

# Gen Z and AI

## What they buy

- **Upgrades:** Seats, cabin, priority
- **Meals:** Dietary-specific
- **Sustainability:** Carbon offsets
- **Lounge:** Day-of mobile

## When they convert

- **24-48 Hour Window**
- Highest conversion when plans are final
- **Day-of Impulse**
- 2-3x higher rates day-of

## AI Advantage

**Personalized = 2-3x** | 18% vs 7% generic

**Mobile-First** Instant purchases

**Trust = Premium** AI explains value

**72%** Confident w/ AI

**54%** Pay more sustainable

**72%** Prefer flexibility

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# Smarter Disruption Recovery: The AI + Human Model

## \$25-60B Problem

Flight disruptions cost \$25-60B annually. Traditional rebooking: 12+ minutes per passenger. Gen Z expects instant options + human empathy.

## Critical Insight

- **67% prefer humans during disruptions**
- AI-only fails. Humans-only too slow. Win: AI speed + Human empathy.

## Workflow

- 1. AI Predicts (15 sec)** - Generates 3 rebooking options → Presented to agent
- 2. Human Delivers (3 min)** Agent: empathy, explains options, suggests paid upgrades

## Success Metrics

- **3 min** Rebooking vs 12 min
- **20%** Accept paid upgrades
- **30%** Cost reduction

# The Revenue Imperative \$148.4B

**Total ancillary market you're competing for 37%**

Revenue increase when you target Gen Z with AI personalization 67%

Gen Z who need humans during disruptions (AI alone won't work)

## The Winning Formula

**AI Personalization (ancillaries) + AI + Human Hybrid (disruptions) = Higher Revenue + Higher Satisfaction**

Competitors are deploying NOW, and a few have already captured early-mover advantage with Gen Z.

Late movers lose both Gen Z loyalty AND ancillary revenue. The investment window is 2025-2027.

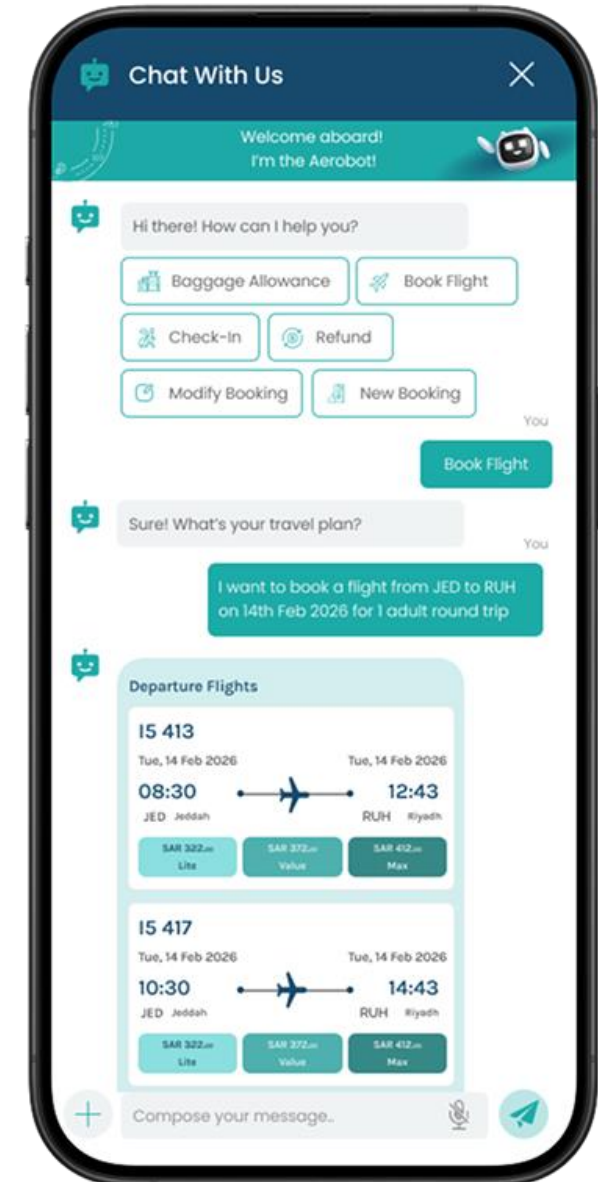
Every quarter of delay is a quarter of lost revenue and lost customer relationships.

*Sources: Aggregate Intelligence (2024), MightyTravels (2024), Booking.com (2024), Industry Analysis*



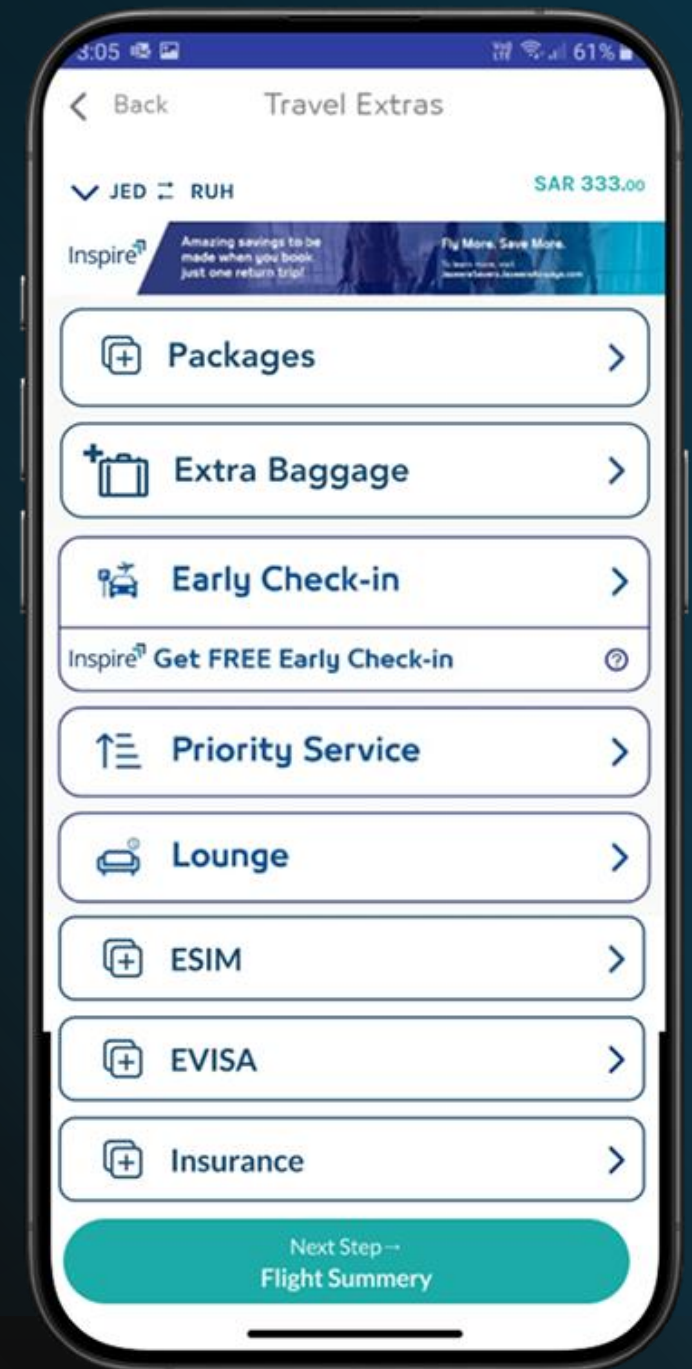
# Retail Hub - Core Engine One retail engine powering B2C, B2B, OTAs, Corporate, Staff

- Unified Offers & Orders
- AI-Driven Pricing & Bundling
- Omnichannel Experience
- Unified Analytics & Reconciliation
- PSS-Agnostic Architecture
- Global Ready
- Persona-Aware Retailing



# Beyond Air - Non-Air Marketplace

- AI-Driven Recommendations & Bundles
- Real-Time Inventory & Pricing from supplier and aggregator
- Unified Checkout & Wallet for One payment flow
- End-to-End Order Management
- Global Supplier Connectivity across major marketplaces
- Omnichannel Retailing across Web, App, API, Chat/Voice, and Agent platforms
- Unified Analytics & Reconciliation

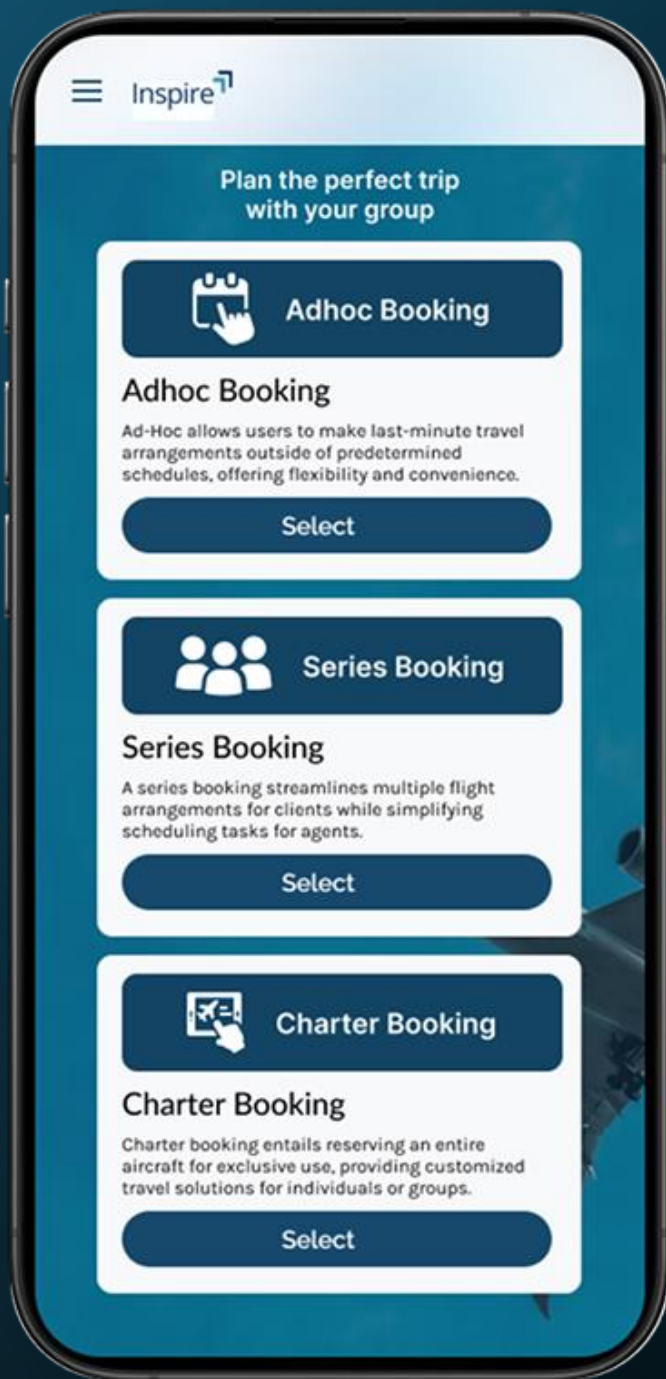




# Loyalty+ Beyond Miles

- Membership & Subscriptions
- Flexible Earn & Burn
- Real-Time Accrual & Redemption
- Personalized Incentives
- Unified Wallet & Rewards Accounting
- Omnichannel Experience
- Analytics & Member Insights and offer ROI

Membership	Flight Club Exclusive Membership, upgrades, priority
Subscription	Flight Pass Prepaid bundles for frequent flyers
Earn & Burn	Flight Miles Points that take you further

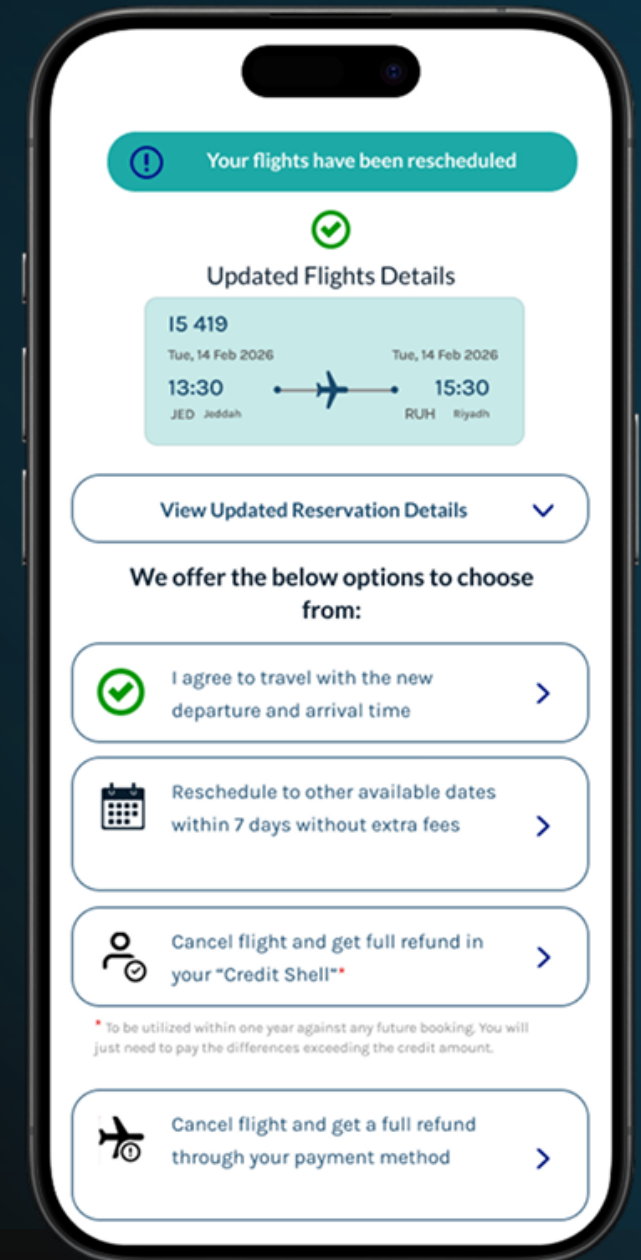


# Group Retail at Scale

- Dynamic Group Pricing✕
- End-to-End Self-Service✕
- Allotments & Seat Blocks✕
- Flexible Passenger Management✕
- Smart Contracting & Approvals✕
- Global Payments & Invoicing✕
- Unified Reporting & Controls

# Care+ - Disruption Recovery

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# Thank you

Meet us at our booth outside near the coffee area for your  
exclusive 2026 Growth Playbook

[www.inspiresolutions.aero](http://www.inspiresolutions.aero)

[Saritha@inspiresolutions.aero](mailto:Saritha@inspiresolutions.aero)