

Condor Airlines outlines digitalisation credentials with new SkyTab crew tablet

Condor Airlines together with long-term partner Retail InMotion has introduced its own SkyTab tablet for cabin crew.



The personal devices will optimise on-board sales and communication and provide flight-related documents.

With the digitalisation, Condor will save paper and reduce the weight of their aircrafts. This will ultimately lead to less fuel being used.

Additionally, a range of products can be purchased cashless and the whole buying process will be more efficient.

SkyTabs includes inflight sales software, which is specially adapted to the needs of Condor. Guests can pay quickly and contactless with all common credit and giro cards. Payment is also possible with Apple and Google Pay. Receipts are available digitally on request.

PLATFORM FOR OPTIMISATION

Product availability is displayed in real time through the live tracking of sales on each flight. The software also optimises communication with all interfaces of the supplier process for efficient logistics.

The SkyTabs platform contains valuable information for crew including announcements and training documents. Passengers will also benefit from a fully integrated end-to-end solution.

Christian Schmitt, Chief Operations Officer, Condor said: "The launch of SkyTab gives us the possibility to respond even better to the needs of our guests on board and to customise onboard sales according to our customers wishes, as well as with our suppliers and partners."

"With this we lay the foundation for further optimisation of the onboard experience. As an example, in the future our crews can receive customer information in their SkyTabs, in compliance with data protection regulations so that they can address them by name."

"This will make the onboard experience even more personal for our guests, which supports our service promise as Germany's most popular leisure airline."

Stefan Patermann, CEO Retail inMotion commented: "We are delighted to partner with Condor. With the launch of the Retail inMotion digital platform, Condor passengers and crew will benefit from a fully integrated end-to-end solution. This provides not only a best-in-class retail solution, but also an integrated platform across the entire process from supply chain to on-board sales."

Jan Blanchard, Chief Commercial Officer, Retail inMotion, who recently participated in this publication's

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Adapt & Survive **Skype video series** added: “Through this collaboration, Condor, one of the leading European airlines, will be able to provide passengers with the most relevant products and will allow them to pay via contactless technology and access their receipts electronically after the flight.”

WEALTH OF INFORMATION

The SkyTabs platform contains all relevant flight information including announcements and training documents. The device can be used as a personal information hub for cabin staff, as it allows access to all communication channels.

Following the introduction of the Electronic Flight Bag for cockpit crews a few years ago, which provided flight and weather charts, checklists and manuals for pilots, SkyTabs now provides all necessary information for cabin crew.

Schmitt concluded: “Individual tablets in form of SkyTabs and Electronic Flight Bags are an important step towards digitalisation on board. They also give employees, who are constantly on the move, continuous access to all the necessary information and documents — without having to carry folders and paper documents with them.

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