



**CRANE
RESERVATION &
PASSENGER
SERVICE SYSTEM**

Airline industry is rapidly changing. A dynamic, flexible and open solution is required to meet challenges like personalization, merchandising and e-commerce. Create change with Crane PAX, the turnkey PSS solution with the shortest implementation time in the industry.

Overview

Crane PAX is a modern turnkey passenger service system (PSS) that allows airlines and affiliates to create, design, distribute and deliver advanced passenger services. As a full fledged web-based PSS, it encompasses inventory management, fares, marketing tools, central reservations (CRC), online and mobile reservation and ticketing, agency distribution, check-in and departure control, and call center services. Fully integrated with all major GDSs, Crane PAX provides a rich set of web services and integration options.

processes
65+
million
air passengers
each year

Benefits



Improved Revenue

Crane PAX provides various efficient direct distribution channels, including a private agent network platform and supports distribution to indirect channels. Crane PAX allows airlines to build and develop airline partnerships.

A wide range of supported ancillaries, sellable both stand-alone and in bundles, generate extra profit for the airlines. This increases market reach as well as competitiveness of the airline on the market.



Passenger Oriented

Crane PAX is designed to provide ultimate passenger experience based on behavioral patterns. Specialized services across various passenger touch points increase repeated purchases and loyalty as well as delivering more comfortable service. Passenger satisfaction is maximized with customer recognition, self-service facilities and shorter service times.



Customer Value Consideration

Crane PAX comes fully integrated with the best-in-class loyalty solution -Crane LL and Crane CCL- or can be integrated with any external loyalty or CRM system. Crane PAX contains all the tools to create value for the customer, increase satisfaction, profits and repeat purchases. Putting the customer first, Crane PAX excels in each area from availability checks and waitlist clearance to check-in and boarding.



Fair Pricing Structure

Crane PAX pricing is based on boarded passengers only, reflecting Hitit's understanding of mutual growth. Therefore, there are no hidden costs or additional charges for the use of different access methods or services.

used by
airlines across
**Europe, Asia
and Africa**

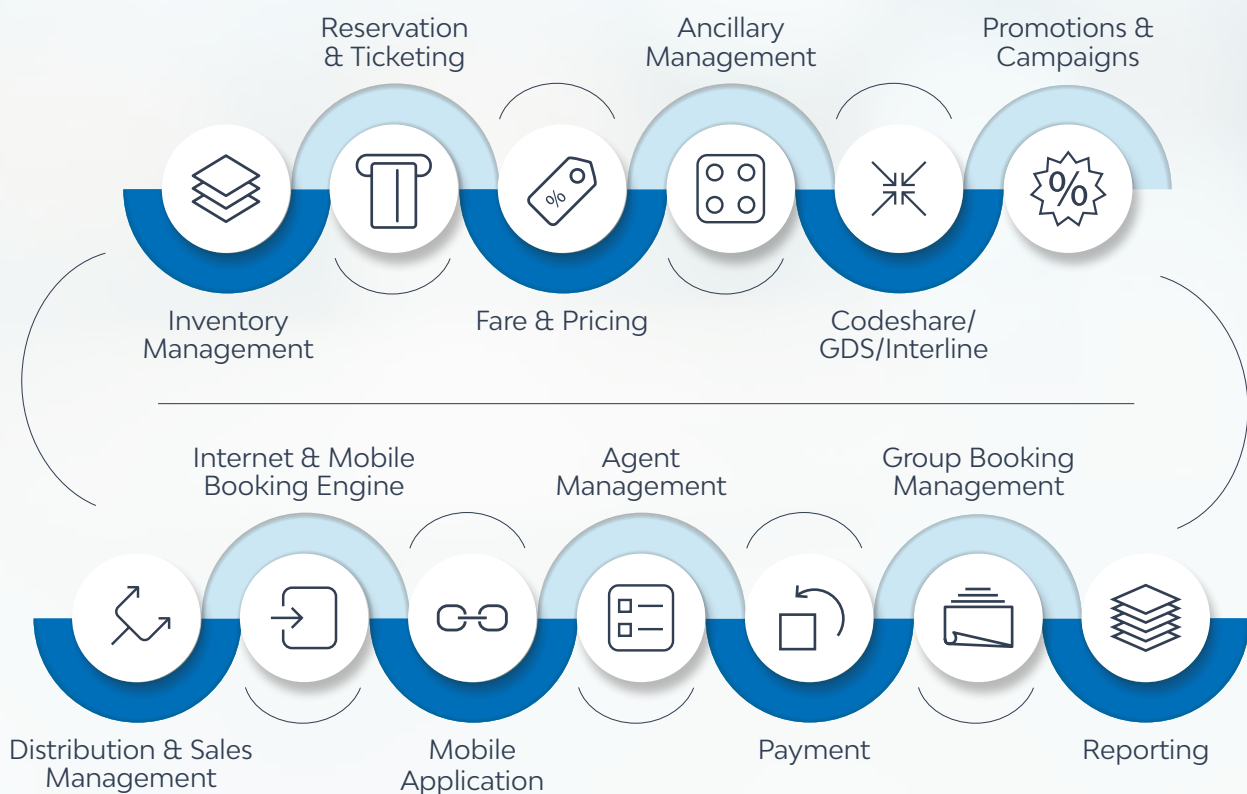
Key Features

Crane PAX offers a variety of features depending on your needs and infrastructure. Among the features of Crane PAX are:

- Advanced inventory management
- Easy to configure fare quotation and management
- Distribution over direct & indirect channels
- Interline and code-share management
- Automation of airline ancillary services at each touch point
- Promotion management
- E-ticketing
- Wide range of payment options
- Extensive customer touch points & self-service
- Open APIs for customer's own end-user layer applications
- Integrated internet and mobile booking engine
- Customised airline ancillary services to increase customer upsell
- IATA standard Electronic Miscellaneous Document (EMD) support

airlines using
Crane PAX
**grow over
25%**
on average
each year

Components



Turnkey solutions for every step on the way.



Passenger Service System

- crane.PAX** Reservation & Passenger Service
- crane.IBE** Internet Booking Engine
- crane.ALM** Allotment Manager
- crane.DCS** Departure Control System
- crane.WB** Weight & Balance
- crane.LL** Loyalty Layer
- crane.CCL** Customer Care Layer
- crane.CM** Communication Manager

Merchandising

- crane.TM** Airline Travel Merchandising

Operations Planning

- crane.SP** Schedule Planning
- crane.OCC** Operations Control
- crane.CREW** Crew Management

Accounting

- crane.RA** Revenue Accounting
- crane.CA** Cost Accounting
- crane.BPI** Business Performance Index

Travel Solutions

- crane.OTA** Online Travel Agency



Better. Together.





Crane is a brand of Hitit.

The consistent increase in Hitit's customer base and geographic reach, as well as continuous follow up business with existing clients are strong indicators that Hitit has achieved high level of customer satisfaction with its offerings, combining an agile approach to their needs with a team that works closely with them as partners on their business.

Contact:

📍 Resitpasa Mah. Katar Cad.
No: 4/1 Ari Teknokent 2
Ic Kapi No: 601 34469
Maslak, Istanbul, Turkiye

✉ contact@hititcs.com
sales@hititcs.com

☎ +90 212 276 1500

www.hititcs.com
www.crane.aero

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