

CASE STUDY: AEGEAN AIRLINES



Baggage policies are complicated. There's no way around it. There are multiple regulations to keep in mind and policies varying from carrier to carrier that might, at the end of the day, not even be up to date. Aegean can tell you all about it. The walls at Aegean used to be covered in baggage policies, mindless notes of frequently checked policies strewn everywhere as reminders. And if their agents forgot, they would have to call around or check different websites for policies—if they were even there.



BUT IT'S NOT SO CHAOTIC ANYMORE



How did Aegean Airways move past the mess of memorizing and sorting through thousands of baggage policies and start loving baggage?

In 2015, Aegean signed up to become a subscriber of ATPCO's Baggage Calculator Online. With access to the baggage policies of 410 carriers at their fingertips, Aegean has taken the guesswork out of determining their interline partners' policies.





"It comes from ATPCO, so it is *correct*."

Aegean said,

There is one platform, one point where you can go for all your needs, and everyone has their baggage policy data filed at ATPCO. Our agents have become more efficient and knowing our interline partner's policy has never been easier. If any other airline comes to us and says "this isn't correct," we can say, "it comes from ATPCO, so it is correct."

ATPCO loves airlines and we're proving it every day by providing the most excellent and accurate data possible. ATPCO's Baggage Calculator is the industry's only **100% compliant solution** offering faster and more accurate handling on all baggage policies that can be accessed for all touchpoints (reservations, interlining, auditing, and analysis). Our dynamic solution will show you why airlines love us so much.

JOIN AEGEAN AND MANY OTHERS IN THE BAGGAGE LOVE.

NORTH AMERICA

Jay Brawley
US Tel: +1-703-661-7497
jbrawley@atpco.net

LATIN AMERICA

Marcelo Freire
US Tel: +1-305-200-8783
mfreire@atpco.net

EUROPE, MIDDLE EAST, AFRICA

Marcos Alsina de Freitas
UK Tel: +44-20-8572-1322
malsina@atpco.net

ASIA PACIFIC

Sam Lau
Singapore Tel: +65-6233-6841
slau@atpco.net