



Kenya Airways go live in delivery of eTickets to passengers

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Kenya Airlines has rolled out the system delivering booking confirmations and eTicket receipts using the iconfirm system from Securidox Ltd.

Following the implementation of eTicketing across their network, Kenya Airways were keen to provide confirmations which didn't compromise their quality or image and were of a higher quality than text or HTML email.

David Granville, UK Country Manager for Kenya Airways saw the solution, reviewed the benefits of personal communication, calculated additional revenue from advertising and signed up to Securidox Ltd's FastStart programme.

"The FastStart process allowed us to communicate on a daily basis with the implementation team from Securidox Ltd. We made unheard of progress in eTicketing terms" said David Granville.

"The array of standard templates made short work of completing layouts and we were able to review the possibilities of targeting passengers with internal and external marketing messages before roll out." commented Rupan Pattni, Direct Sales Manager at Kenya Airways

"During the FastStart we were able to test all aspects of the production of final confirmations before going live. Within five days of the commencement of the FastStart, we were delivering superior professional confirmations from the Pride of Africa direct to the passengers" added Granville

Mark Scott, Managing Director pdfactory commented: *"We are pleased to have proven with Kenya Airways the delivery time scales we quote to deliver superior quality confirmations on time and on budget. We are looking forward to working with them on producing boarding passes on line"*