

SERVICE, SAFETY, AND SUSTAINABILITY

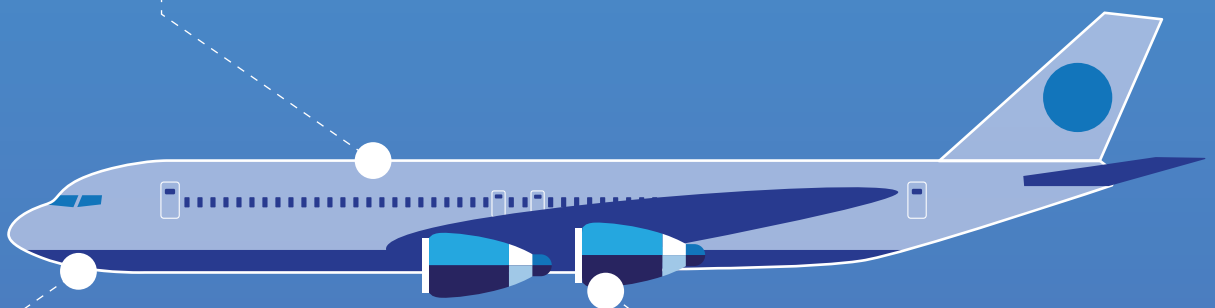
THE FUTURE OF AI IN AVIATION

Air travel has rebounded in a big way, and as passengers rush to schedule last-minute getaways or long-overdue vacations, rising fuel prices and worker shortages are making things that much more chaotic for airlines. Barring another major global economic slowdown, there's little reason to think demand will decline. According to the International Air Transport Association, air travel is projected to double over the next 20 years and airlines are now looking to artificial intelligence (AI) to help find new ways to keep up with the increasing number of passengers.



SERVICE

Customer service is among the most visible benefits of AI in aviation, redefining and streamlining every stage of travel from booking a flight to arriving at your destination. By integrating services and automating systems, airlines can dramatically reduce human error, free-up time for staff to focus on customer concerns, and find new ways to optimize operations.



SAFETY

The main concern around implementing AI into any transportation services is safety. AI in aviation is much more complex than the typical algorithm offering personalized music recommendations, and as Aviation Today noted, "now we're talking about mapping out your airplane's flight path, or flying the plane on its own...which is much more challenging for many people to trust."



SUSTAINABILITY

Airlines and plane manufacturers are investing huge amounts of money into using technology to reduce their emissions. Alaska Airlines, in addition to piloting a program to replace all plastics on board, is also now employing an AI program called Flyways to suggest routes that can get passengers to their destinations faster, and while burning less fuel.

DELL Technologies
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THE SKY'S THE LIMIT

Gartner predicts that more than 75% of organizations will shift from testing AI technologies to operationalizing them by the end of 2024. Airlines can help ensure success of their AI efforts by scaling teams, processes, and tools in an integrated, cohesive manner. It's clear that AI represents one of the most promising developments in aviation today.