



Reliability Engineering for Airlines

Shorten the path from detection to resolution to prevention

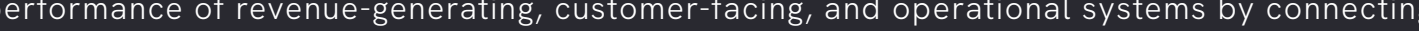
Move from reactive issue management to predictable, scalable, data-driven operations that improve business KPIs, passenger experience, and operational efficiency.

Protect the systems that keep passengers and operations moving



The gap isn't visibility. It's action.

Most airlines already have observability, testing, automation, and DevSecOps. The challenge is connecting those capabilities fast enough to move from



Reliability Engineering for Airlines closes that loop, protecting the availability and performance of revenue-generating, customer-facing, and operational systems by connecting:



Benefits

Protect revenue and conversion
Keep critical booking, payment, offer, ancillary, and loyalty journeys available and performing when demand is highest.

KPIs improved:

- Search-to-book conversion
- Offer availability
- Pricing consistency
- Checkout completion
- Revenue per passenger
- Ancillary purchase success

Protect passenger experience and loyalty
Reduce failures across check-in, self-service, mobile, loyalty, and other customer journeys that directly influence satisfaction, retention, and brand preference.

KPIs improved:

- NPS & CSAT
- Check-in completion
- App response time
- Failed customer interactions
- Passenger issue resolution time
- Loyalty transaction success

Strengthen operational and IRROPS resilience
Reduce the business impact of disruptions through faster detection, recovery, rebooking, communication, and operational coordination.

KPIs improved:

- System uptime
- MTTD & MTTR
- Passengers affected per incident
- Disruption recovery time
- Missed connections
- Reaccommodation cost

Increase engineering productivity and reduce cost
Help teams identify root causes faster, automate more of the response, prevent repeat incidents, and improve release quality without adding another layer of tooling.

KPIs improved:

- MTTR & RCA cycle time
- Defect escape rate
- Change failure rate
- Release confidence
- Automated remediation
- Incident management cost

Reliability engineering in action

INCIDENT

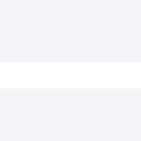
IMPACT

SYSTEM

Digital Sales & Self-Service Degradation

Peak demand can expose failures across search, booking, payment, and check-in at exactly the moment those journeys matter most—even when the platform remains technically available.

Connecting signals across those services helps teams isolate root cause faster, protect revenue, and keep a digital issue from becoming a broader passenger disruption.



Ground Stop

Weather, air traffic restrictions, or other disruptions can quickly put pressure on gates, crews, connections, rebooking, and passenger communications.

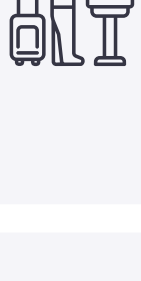
Resilient systems and faster recovery help contain the impact as operations come back online.



Airport Kiosk Disruption

Kiosk failures can push passengers into staffed channels, increasing queues and pressure on airport operations.

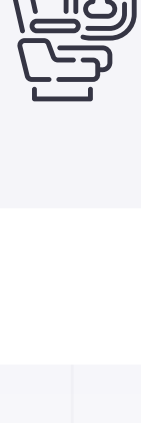
Real-time detection and faster remediation help restore self-service capacity and reduce passenger impact.



Last Seat – Booking Conflict Detection

Two passengers attempt to purchase the last available seat at nearly the same time, and one payment continues after inventory has changed—creating the risk of a charge without a confirmed seat.

Tracing the failure across inventory, payment, and booking services helps teams correct the defect and prevent recurrence.



Softtek advantage

Outcome driven:

Deep airline context and hands-on engineering experience help us connect reliability work to the outcomes that matter—from revenue and passenger experience to operational resilience and engineering performance.

Built on what you already have:

We work with existing observability, automation, DevSecOps, testing, and cloud investments, adding AI and agentic capabilities where they accelerate diagnosis, response, recovery, and prevention.

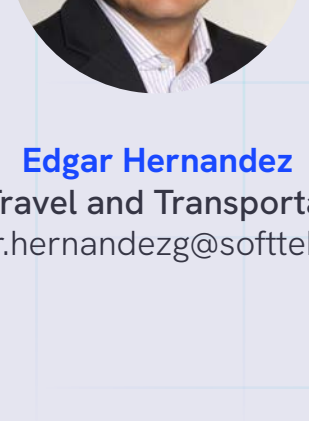
We Don't Sell More Monitoring

Airlines already generate plenty of signals. The value is what happens next:



Through

- Observability.
- AI-driven correlation
- DevSecOps automation
- Production-to-test feedback loops
- Resilience operations
- Autonomous remediation



Edgar Hernandez
VP Travel and Transportation
edgar.hernandezg@softtek.com



Zivan Gvozdenovic
Client Innovation Executive
zivan.gvozdenovic@softtek.com



Cesar Gonzalez
ITIM Observability CoE Lead & VEU Manager
cesaro.gonzalez@softtek.com



Founded in 1982, Softtek is a global company and the largest IT services provider from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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