

[Case Study](#) > Etihad Airways

Etihad Airways – Enhancing Travel Experience with Global Meet and Assist Booking System Powered by Webkul

Platform
Adobe Commerce

Industry
Travel

Country
United Arab
Emirates



Webkul, a leading technology solution provider, worked for National Aviation Services (NAS), a global airport services company to develop Fasttrack.aero and implement the Global Meet & Assist service.

In this case study we will explore how the airport meet assist booking system, Fasttrack.aero is helping Etihad Airways passengers to streamline the airport experience, providing personalized assistance and priority services at airports worldwide.

Etihad Airways – An Overview

Etihad Airways, the UAE's national airline, is a leading global carrier since 2003. With a focus on luxury, exceptional onboard experiences, and an extensive network, Etihad Airways has become synonymous with top-notch service.



Image © Etihad Airways

Operating from Abu Dhabi International Airport, the airline offers over 80 destinations worldwide, utilizing a modern fleet that includes the Airbus A380 and Boeing 787 Dreamliner.

Moreover, from their award-winning First and Business Class cabins to their comfortable Economy Class, Etihad prioritizes passenger comfort, entertainment, and gourmet dining, ensuring a remarkable travel experience for all passengers.

What is Global Meet & Assist Service?

The primary objective of the Global Meet & Assist service is to offer travellers a hassle-free and comfortable airport experience, from check-in to boarding, by providing dedicated agents, personalized signage, priority check-in, and security clearance.



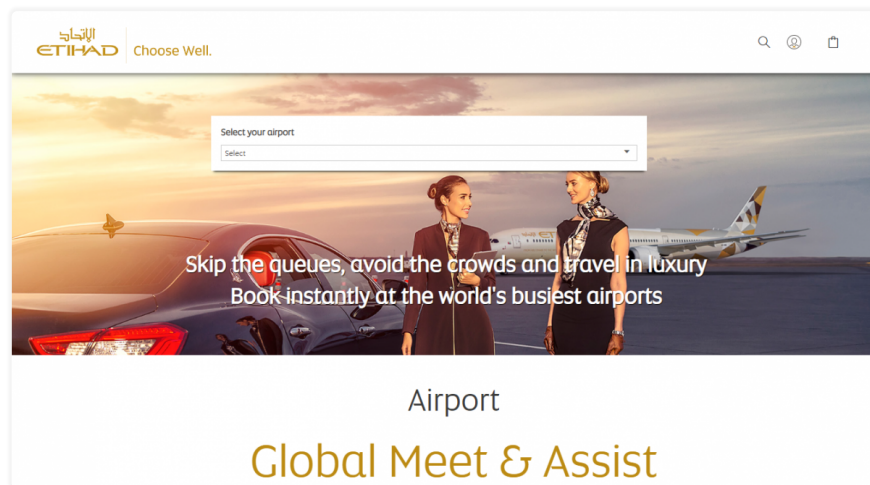
The airport meet and greet service aimed to cater to frequent flyers, celebrities, high net-worth individuals and also first-time travellers, ensuring their journey began on a positive note.

These services are also particularly useful for those who are unfamiliar with the airport, have limited mobility, are travelling with children, or require extra assistance due to a disability or other circumstances.

Implementation

NAS collaborated closely with the Webkul team to design and develop a customized booking solution built on top of the [Magento 2 e-commerce platform](#) and further integrated various modules:

- [Marketplace solution](#) – The marketplace solution integrated within the booking system allows for seamless connectivity with multiple airports, enabling a comprehensive network of services and options.
- [Booking & Reservation system](#) – The fully customized booking engine developed specifically for the client ensures a user-friendly process, simplifying the booking experience for passengers.
- [Product Custom Option](#) – Passengers are provided with the flexibility to personalize their meet and assist service by selecting specific preferences and requirements, tailoring the experience to their individual needs.
- [Social Login](#) – Access the website portal quickly and conveniently using their existing social media accounts, enhancing user experience and streamlining the login process.
- [FAQ](#) and Product Q&A – The platform features a dedicated FAQ section and product question-and-answer functionality, addressing common queries and providing valuable information.
- [Multiple Promo Codes](#) – Allowing passengers to take advantage of additional benefits and discounts, enhancing the overall value and attractiveness of the service.



Also to mention that the airport concierge booking platform is connected with various airport systems to access flight information, airport resources, and service provider availability. Key features of the platform included:

Airport Concierge Booking System

Webkul developed a user-friendly [online booking system](#) where travellers could enter their flight details with dropdown options and select their preferred service package. The platform provided real-time availability information for almost 50 airports globally.

ETIHAD Choose Well.

ABU DHABI AIRPORT MEET AND GREET ARRIVAL

HOME / SALAM MEET AND ASSIST - ARRIVAL AT ABU DHABI INTERNATIONAL AIRPORT

SALAM MEET AND ASSIST - ARRIVAL AT ABU DHABI INTERNATIONAL AIRPORT

\$68.07

In Stock

Adult (18+ Years) *
-- Please Select --

Kid (0-2 Years)
-- Please Select --

Child (3-17 Years)
-- Please Select --

Airport Terminal *
-- Please Select --

Lead Passenger Full Name *

Custom Service Packages

The platform offered three service packages: Meet & Assist, Meet & Assist Plus, and Meet & Assist VIP.

Each package provided different levels of assistance, including dedicated agents, personalized signage, priority check-in and security clearance, and access to airport lounges.

ARRIVAL DEPARTURE TRANSFER

Position 20

SALAM MEET AND ASSIST - ARRIVAL AT ABU DHABI INTERNATIONAL AIRPORT
\$68.07

DIAMOND LOUNGE - MEET AND ASSIST SERVICE AND LUXURY LIMOUSINE - ARRIVAL TO ABU DHABI
\$136.15

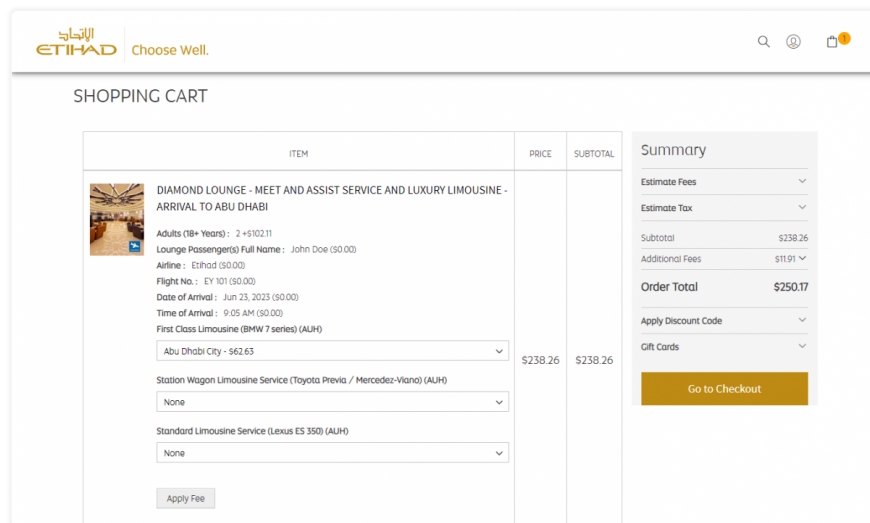
ROYAL MAJLIS - VIP TERMINAL - ARRIVAL AT ABU DHABI INTERNATIONAL AIRPORT
\$408.44

The VIP package in Abu Dhabi included exclusive access to the VIP Terminal and luxury transport to the aircraft. The passengers can even select their preferred vehicle during the online checkout process.

Airport Meet & Assist Booking Solution – Benefits

The implementation of the Global Meet & Assist service will be yielding several positive outcomes. Travellers using the service will get a significant improvement in their overall airport experience.

The dedicated agents, priority services, and personalized assistance will alleviate stress and ensure a smooth journey through the airport.



With priority check-in, security clearance, and fast-track access, travellers will experience reduced wait times, allowing them to spend more time relaxing or attending to other tasks before their flights.

This will also help Etihad Airways tap into new customer segments, including frequent flyers and families.

Conclusion

The [collaboration between NAS and Webkul](#) resulted in the successful implementation of the Global Meet & Assist service, revolutionizing the airport experience for travellers.

Thanks to the user-friendly airport meet assist booking platform, along with personalized assistance and priority services, travellers will be able to enjoy a stress-free journey.

As a result, the positive outcomes, including enhanced traveller experience and business growth, clearly showcases the effectiveness of the Global Meet & Assist service developed by Webkul in creating a delightful airport experience.

Read another great case study of Hong Kong Airport Authority, [HKairportshop](#), a click-and-collect airport platform powered by Webkul Marketplace solution.

Disclaimer – Please note all the images and content used in this article belong to their respective copyright owners. If you have any issues or complaints related to this article, please send us an email at support@webkul.com.

...

