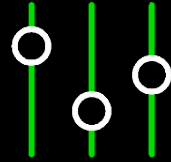


NDC: *Why should you care?*



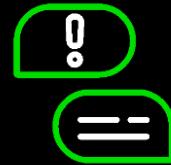
GREATER CHOICE
& TRANSPARENCY



MORE PRICING
OPTIONS



BUNDLES
AND OFFERS



PRODUCTIVITY
& LIMITATIONS

So what is NDC?

NDC is simply a data standard – another “technical language” by which airlines can deliver airfares to buyers.



FCM's approach to **NDC**

Business ready NDC: comprehensive coverage without the fragmentation headache

Early and ongoing
investment in
NDC technology

Rigorous
end-to-end testing

Relevant NDC
content that enhances
your programme

Investment in modern
air retailing and
technology partnerships

End-to-end reliability
validated: from search
and payment to servicing
and reporting

Enhanced traveller
experience
through richer content
and transparency

Strategic partnerships
with airlines, GDSs,
OBTs, and aggregators

Real-world pilots with
global airlines before
any customer rollout

Content that keeps
pace with
industry change

Top NDC airline partnerships

Leading the NDC revolution: our top 10 NDC-enabled airline partnerships

AIRLINE	REGION FOCUS	NDC CAPABILITY	WHAT THIS GIVES YOU
	APAC, Global	✓ NDC Live	Exclusive NDC fare families, richer content, faster servicing
American Airlines 	Americas, Global	✓ NDC Live	Premium bundles, seat selection, ancillary access at point of sale
UNITED 	Americas, Global	✓ NDC Live	Expanded fare options, corporate offers, seamless servicing
BRITISH AIRWAYS 	Europe, Global	✓ NDC Live	Premium cabin bundles, enhanced content, loyalty integration
 Lufthansa	Europe, Global	✓ NDC Live	Multi-airline NDC (LH, Swiss, Austrian, SN), exclusive corporate content
Fly Emirates	Middle East, Global	✓ NDC Live	Premium content, enhanced product transparency
	Asia Pacific, Global	✓ NDC Live	exclusive fare access, discounted content
AIRFRANCE 	Europe, Global	✓ NDC Live	Continuous Pricing
QATAR 	Asia Pacific, Global	✓ NDC Live	Premium Asia routing, exclusive NDC fares
 AIR CANADA	Americas, Global	✓ NDC Live	North America coverage,

Plus additional NDC partnerships across:
Europe & South Africa, Middle East, Asia Pacific and Americas

Qantas NDC partnership

Leading NDC Adoption in Corporate Travel



"FCM stood out as one of the most responsive and forward-looking. They recognized that the world is changing, and that to remain competitive, they needed to get on top of NDC — not react to it."

- Nathan Smeulders, Head of Offers and Orders Transformation, Qantas



THE CHALLENGE:

Corporate travel needed to transition from legacy airline distribution to modern NDC to unlock:

- Exclusive fares and fare families not available through traditional channels
- Better pricing and ancillary access
- Improved booking and servicing experience



FCM's APPROACH

FCM partnered with Qantas, Sabre, and Serko to deliver:

- Early engagement with almost a year of preparation
- Full servicing capability from day one
- Consultant training for confident NDC booking and servicing



THE RESULTS – MONTH 1

90% customers live on NDC

40% NDC adoption

29% NDC share on eligible Qantas routes

4% savings on NDC vs EDIFACT

Full servicing coverage

credits, exchanges, refunds

NDC done right: *\$142k saved, zero disruption*

Super Retail Group | 1,900+ travelers | \$4M air spend | \$12M travel spend



"Our transition from GDS to NDC with Qantas was seamless. FCM managed the entire transition on our behalf, ensuring zero impact to users. We achieved measurable savings without disrupting the traveller experience."

- Chrissy MacDonald, Category Manager, Super Retail Group



THE CHALLENGE:

Limited access to Qantas' best fares meant higher costs and fewer options.

What they needed:

- ✓ Lower air travel costs
- ✓ Clear visibility into what they're paying for
- ✓ Better return from their airline agreement
- ✓ No added complexity or risk
- ✓ Keep policy compliance and reporting intact



FCM's APPROACH

FCM managed the entire NDC transition - so they didn't have to.

- ✓ Designed a tailored NDC strategy aligned to their procurement goals
- ✓ Managed end-to-end implementation - from testing to go-live
- ✓ Equipped their team with expert training and hands-on support
- ✓ Continuously optimised to unlock value from day one



THE RESULTS

\$142k annual air savings

73% NDC adoption on Qantas

80% policy compliance maintained

6% reduction in average ticket prices

Complete servicing support

plus, better traveller experience - clearer fares, more options, consistent handling