SIRAX/ONE Order

Boost your top-line with modern Airline Retailing and optimize your bottom-line with SIRAX/ONE Order!

The airline industry is embarking on the next leg of the journey to a world of modern Airline Retailing based on the IATA ONE Order standard. Ideally, this new industry standard will consist of 100% offers and orders by 2030. Many airlines have already started this journey by offering their customers not only flights and flight-related ancillaries, but also non-flight related services and products such as hotels, car rentals, excursions at the destination, etc. So, it is not a question of IF, but rather WHEN modern airline retailing will become the only industry-wide standard. But what use are the best customer-centric retailing techniques, if these cannot be accounted and settled in an automated way?

This is where SIRAX/ONE Order comes in: It enables airlines to seamlessly order, bill and track new flight and non-flight products and services, bringing airlines closer to other retailers. It allows airlines to be agile, to innovate and to move from PNRs, e-tickets and EMDs to orders and services. It bridges the gap between distribution and finance.

COST SAVINGS
SIRAX/ONE Order replaces today's complex and cost-intensive revenue accounting by lean, highly automated order processes. This results in cost savings up to 70%.

FULLY AUTOMATED
SIRAX/ONE Order provides full automation when processing order accounting and settlement. Quality gates ensure high data quality of all messages.

FLEXIBLE INTEGRATION
SIRAX/ONE Order can easily be integrated with any Order Management System (OMS) based on the IATA industry messages for ONE Order and the IATA Clearance Manager.

ADDITIONAL REVENUE
SIRAX/ONE Order bridges the gap between distribution and accounting. It enables airlines to exploit additional value with Airline Retailing by up to 7 USD / pax (IATA/McKinsey 2019)

REAL-TIME PROCESSING
SIRAX/ONE Order ensures active control of your airline's order accounting. Monitor the results of your order accounting and settlement in real time.

SMOOTH TRANSITION
SIRAX/ONE Order supports the parallel processing of legacy documents and orders during the transition period. It perfectly works with any Passenger Revenue Accounting system.

Based on 100% IATA industry standards

SIRAX/ONE Order provides simplified financial processes fully compliant with IATA's New Distribution Capability (NDC) and ONE Order standards.

Real-time & tailored Order Accounting

SIRAX/ONE Order provides comprehensive order accounting down to the most granular level of detailed service level bookings as well as the option of automated accounting data aggregation for an airline's financial accounting system. The application considers the lifecycle of business transactions such as cases order create, order change and order cancel. In addition, the accounting module covers the settlement postings. This lean and automated order accounting leads to significant transaction cost savings.

An extensive set of accounting rules for flight and non-flight services is flexibly maintained in the master data. This allows airlines to instantly set up and reconfigure any posting schemes according to their specific business needs, eliminating the need for costly software changes.

Flexible Settlement options

The order settlement module covers the areas of agent, interline and ancillary settlement. Lufthansa Systems is a certified IATA Settlement with Orders (SwO) provider. In case a retail partner does not follow the SwO approach, SIRAX/ONE Order also offers bilateral settlement functionality for direct settlement.

With these flexible settlement options, airlines benefit from a lean order-based distribution framework without the complexity of ticket-based settlement processes. In addition, they offer maximum flexibility for the rapid addition of any ancillary provider, thus enabling a perfectly tailored customer dialog.

Powerful Online Reporting capability

SIRAX/ONE Order offers a wide range of reporting capabilities. A set of user-friendly, pre-configured online reports covering the areas of order details, order accounting and settlement can be achieved through flexible reports created with any business intelligence tool. Combined reporting of legacy and order items is also possible. An integration layer to airline systems, such as Data Warehouse and Revenue Management, provides further reporting capabilities.

Accuracy through high data quality

SIRAX/ONE Order is completely mater-data-driven, resulting in fully automated order processing and high data quality. This is supported by several quality gates for the incoming orders. High data quality is a key success factor for any accurate settlement and accounting activities.

Flexible OMS integration

Based on the IATA reference architecture, SIRAX/ONE Order can be easily integrated with any IATA compliant Order Management System (OMS). You have the flexibility to choose the provider for each area of your airline retailing activities.

Cutting-edge technology

SIRAX/ONE Order is a cloud-native application that enables rapid implementation and deployment. It supports all major web browsers. Based on the latest microservice architecture, airlines benefit from optimized infrastructure utilization and high system performance.

The auto-scaling setup flexibly adapts to the required data request capacity and seamlessly supports your airline's business growth. In addition, SIRAX/ONE Order seamlessly adapts to high data volume peaks due to its lightweight container technology.

High-end cloud and technology services

SIRAX/ONE Order is a cost-effective and scalable service in the Lufthansa Systems Global Aviation Cloud. It eliminates the complexity of application management and is certified and regularly audited.

Excellent service and IT support

Lufthansa Systems is your partner for financial management success. We provide technology, service, and business expertise, ensuring high-quality service. We support you so you can focus on your customer-centric airline retailing activities.

Future-shaping in IATA Working Groups

Lufthansa Systems is shaping future industry standards through its participation in the key IATA working groups for Financial Management and IATA Modern Airline Retailing program.

Seamless transition into the new world

When transitioning to Airline Retailing SIRAX/ONE Order can handle all data configurations with any third-party revenue accounting system.

Contact us:
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SIRAX® → SIRAX/Revenue Accounting → SIRAX/ONE Order → SIRAX/Payment Hub → SIRAX/Payment Reconciliation