UNISYS | Securing Your Tomorrow™

SAFE PET TRANSPORT AND DELIGHTED CUSTOMERS

HIGHLIGHTS

- *Simplifies booking of pet shipments using an intuitive mobile app*
- *Provides intelligent recommendations on pet shipment leveraging image recognition, machine learning, artificial intelligence and based on IATA's live animal transport recommendations*
- *Continuously monitors shipping conditions like temperature, humidity and CO_2 levels*
- *Provides alerts in case shipping conditions tend to become unsafe for the pet*
- *Enables seamless data exchange between stakeholders in the process*
- *Facilitates voice and text communication between customers and airline staff*

Freight business is expanding to products that were not in focus earlier. E-commerce has led to greater number of smaller sized shipments than before. The increased distribution of temperature-sensitive products such as pharmaceuticals and perishables is paving the way for closely monitored and controlled shipments with clear visibility on the chain of custody during transport. Pet transport is also a space that has received much attention. Recent instances of social media outrage against loss and injury to pets in transit has made transporters understand the emotional sensitivity of pet transport. All of these converge on use of IoT device integration, which increases the quality of data in the transport chain and delivers visibility and reliability to the end customer.

These specialized products needs specialized solutions. Unisys is committed to provide tailored solutions to these products and Digi-Pet is the first in this area.

Pets are as dear as family and shipping them in the cargo hold of an airplane is a very difficult decision for pet owners. Concerns around the safety and comfort of the pet in transit are top of their mind. The nitty-gritties in the process such as booking a pet shipment, meeting documentation needs, making the right shipping arrangements, choosing the optimum route and interacting with the airline staff while the pet is being shipped, make it more challenging. Accepting pet shipments is a huge responsibility for an airline too. Proactive measures to ensure the safety and wellbeing of pets onboard, while making the process as transparent and streamlined as can be, go a long way towards building customer trust and reducing their anxiety. Digi-Pet, the pet logistics module of Digistics, can help.

Digi-Pet for Stress-Free Pet Shipments

Digi-Pet, a module of Digistics, streamlines the entire process of pet shipment, right from making a booking until receiving the pet at the destination. The solution promises an omni channel experience, allowing customers to interact with the airline staff via text and voice channels. It leverages artificial intelligence along with IoT sensors to make sure that the pet shipped is safe and comfortable. Complete transparency along the way reassures customers and takes the stress out of whole experience.

Intuitive App for Hassle-Free Booking

With the Digi-Pet mobile app, customers can make a booking for their pet with a few clicks. A robust set of automated business rules embedded in the solution ensures pet safety at every step. Along with basic details, the tool captures an image of the pet and uses image recognition, machine learning and artificial intelligence to confirm the pet's breed and recommend the right kennel types, based on IATA's live animal transport recommendations. Customers can opt for the right kennel types and other services such as special meals and temperature alerts. The app intelligently recommends routes and stopover points that make for a comfortable and safe journey for the pet and offers multiple flight options with airport weather forecasts to help customers make the right choices. The seamless exchange of data between the Digi-Pet Mobile App and the Digi-Pet Airline Agent Web App ensures a smooth and safe airline pet handover.

Assured Pet Safety and Transparency during Transit

Temperature, ventilation, humidity, adequate nutrition-these are some of the key parameters that determine the safety and comfort of a pet in transit. The Digi-Pet app gives airline staff inputs on the needs of the pet as prescribed at the time of booking. Leveraging IoT sensors, Digi-Pet monitors the environmental conditions in the kennel and alerts the airline operations staff in case parameters such as temperature, humidity or CO_2 levels tend to go beyond acceptable levels, prompting quick remediation. This ensures pet safety while in transit, including stopovers. Seamless integration with the Digi-Pet Airline Customer Service Web Agent enables text and voice communication with the airline's customer service team, making the whole experience well-orchestrated for customers.

Safe Pets, Delighted Customers

With Digi-Pet, airlines can provide a streamlined and stress-free pet shipment experience to their customers. The solution seamlessly connects the various stakeholders all along the journey to make the process more efficient, reducing operational expenses significantly. Continuous monitoring of shipping conditions ensures pet safety. Safe pet transport and delighted pet customers-this is the Digi-Pet promise.

To know more about Digi-Pet, please visit www.unisys.com/digistics or contact **Venkatesh.N.Pazhyanur@unisys.com**

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