



AIR INDIA PARTNERS WITH VOLANTIO TO ENHANCE PASSENGER EXPERIENCE

News / Airlines



Volantio announced that Air India has signed on as the company's newest customer, further expanding Volantio's global footprint. Air India has implemented Volantio's innovative platform to identify high-demand flights and create tailored incentives for flexible passengers to switch to lower-demand flights. This enables the airline to optimize revenue and maximize capacity utilization while offering passengers increased convenience and benefits for their flexibility.

Nipun Aggarwal, Chief Commercial Officer, Air India commented: "At Air India, we are focused on giving every passenger more control over their journey. Volantio's platform lets us turn flexibility into a genuine benefit for our guests, rewarding those who can adjust their plans, while making sure last-minute travellers still get a seat. It's a small change with a real impact on the passenger experience, and it reflects the kind of practical, technology-led innovation we have been incorporating in our business and operations as part of Air India's ongoing transformation."

Azim Barodawala, Co-Founder and CEO of Volantio stated: “Air India operates in one of the world’s fastest-growing aviation markets, where delivering a premium passenger experience is critical. By leveraging our platform, Air India can now proactively manage demand surges, reduce operational friction, and offer seamless rebooking options to travelers. We are proud to partner with such a legendary brand and support Air India’s customer-centric innovation.”

Volantio enables airlines to manage capacity more efficiently, driving revenue growth without the need for additional aircraft and fuel burn. Air India’s adoption of Volantio’s technology marks a significant step in its ongoing modernization efforts.

Since its privatisation in 2022, Air India has been undergoing a comprehensive transformation spanning fleet renewal, new cabin products, digital transformation, operational enhancements, and elevated customer experience initiatives. The airline has placed record orders for 600 aircraft, introduced new and retrofitted cabin products, expanded its global network, enhanced on-board offerings, and invested significantly in technology platforms to deliver a more seamless travel experience.

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