



AIR PASSENGER RIGHTS (APR)

Enhancing Efficiency Through Digital Innovation

Serving Every Need

ERS's innovative digital solution for Air Passenger Rights (APR) is meticulously designed and implemented in alignment with **Regulation (EC) No 261/2004**. This innovative solution provides centralization for national aviation authorities and national enforcement bodies, revolutionizing the management of complaints and disputes from passengers against carriers and airports.

Our Technology Solution

APR digital solution key features and benefits:

- Utilizes integrations developed by ERS with major EU Airlines
- Standardizes complaint and dispute resolution processes for consistent and efficient case handling
- Centralizes management for better tracking, analysis and reporting
- Designs and tests with usability and accessibility at the forefront of the customer experience
- Ensures ongoing enhancements for continuous adherence to regulatory developments
- Monitors data trends to ensure effective regulation compliance

Our Features

Reporting

- Automated reporting tools provide comprehensive analytics on complaint trends, response times and resolution rates
- Insights monitor performance, identify improvement areas, and ensure regulatory compliance, enhancing overall service quality and transparency

Support and Training

- Extensive support and training resources, including detailed tutorials, user guides, interactive webinars and a Customer Success team to assist with onboarding, go live and ongoing support