

**Redefining
products &
— services
in a [Ⓜ] [Ⓧ] user
— centric
way. [Ⓜ]**



Product & Service Design. Enhancing the passenger experience.

According to IATA, only 56% of the passengers were satisfied with their last travel experience. Most of the passengers weren't satisfied with services like in-flight entertainment, cabin interior and bag logistics.

As a company that understands both technology development and usage, we help our customers with product and service designs that satisfy both end user and clients' needs. We strive for a balanced approach between our technology experts and design enthusiasts, to come up with unique product and service design solutions.

At umlaut we have developed an end-to-end process to redefine your products and services in a user-centric way. We support our clients with the ideation and sharpening of new ideas, frontend and backend developments as well as the implementation of products and services. All with a clear focus on enhancing the passenger experience.

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