

Copa Airlines launches sophisticated new apps with MTT

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The Latin American airline has worked with MTT, a Travelport company and digital travel expert, to revamp its mobile services with new, customer-centric iOS and Android apps in Spanish, Portuguese and English.

Copa Airlines, a subsidiary of Copa Holdings, S. A. and a member of the Star Alliance global network, together with MTT, a Travelport Company and leading provider of digital travel solutions, today announced the launch of the new Copa Airlines apps on iOS and Android. The rejuvenated apps are central to Copa Airlines' wider digital transformation strategy to meet the needs of its increasingly digital savvy customers.

The new Copa Airlines apps, which are available in Spanish, Portuguese and English, have a particular focus on ease of use to ensure wide adoption amongst its millions of passengers in North, Central and South America and The Caribbean. The apps have a slick and speedy check-in flow, interactive seat map, real-time flight status information and other important information such as flight dates and booking references are always close to hand. Loyalty management is another important feature of the app, enabling passengers to access and manage their 'Connect Miles' easily via a personalized dashboard in the app. Further enhancements to the apps are planned in future updates.

“We remain in constant innovation to continue providing the best options for our travellers. As part of our strategy of digital transformation, we seek to modernize our platforms to the easiest way for the client, and together with MTT, the experts in the field, we expect to overturn the traditional travel planning and verification progress, to a more interactive and user-friendly model” said Marco Ocando, Senior Marketing, E-business, and Communications Director of Copa Airlines.

Also speaking today, David Moran, CEO of MTT said “We are delighted to work with Copa Airlines on the launch of its new mobile apps and customer-focused digital travel strategy. Copa Airlines is a leading Latin American airline with a strong reputation for delivering excellent customer service. It's been fantastic to work with them to extend their level of commitment to customer service through new sophisticated mobile and digital travel services. I firmly believe they will make travel with Copa Airlines an easier, more connected and more enjoyable experience. We look forward to continuing our ongoing collaboration with Copa Airlines and bringing further digital travel services to their customers.”