



PROTECTING AND SAVING LIVES THROUGH DIGITALISATION

Michael O'Sullivan – COO International SOS

INTERNATIONAL SOS WE PROTECT & SAVE LIVES



Over 4 Million
Travelers Covered

11,000 Corporate Clients

+1000 Locations
in 90 Countries

4.8 Million Assistance Calls

12,000 Medical Evacuations
and Repatriations

MEDAIRE AVIATION INTEGRATED SOLUTIONS

**MedAire**[®]
An International SOS Company

MedLink In-Flight,
Crew Support,
Medical Kits, Training

Leader in Aviation
Medical Expertise

+150 airlines globally

+600 calls per day

EXPERT CARE, EVERYWHERE.

AIR TRAVEL TRENDS

INTERNATIONAL
SOS

Air Passengers Expected to Double From 3.5 to 7 Billion.



Global Fleet of Aircraft to Grow 3X

6% Increase In Corporate Travel Spend

By 2030, 5 Million Travelers Will Cross International Borders Every Day





NATURAL
DISASTERS



TERRORISM



GLOBAL
PANDEMICS



GLOBAL
CIVIL
UNREST

USING TECHNOLOGY TO SAVE LIVES



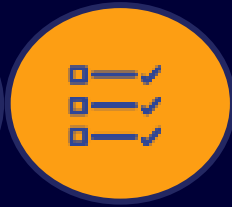
Travel Journey Map

MITIGATION

INCIDENT MANAGEMENT



EDUCATE



PREPARE



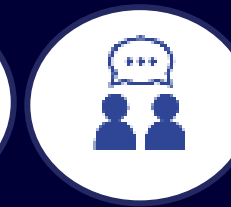
NOTIFY



ADVICE



LOCATE



COMMUNICATE



FIND



ASSIST



SUPPORT

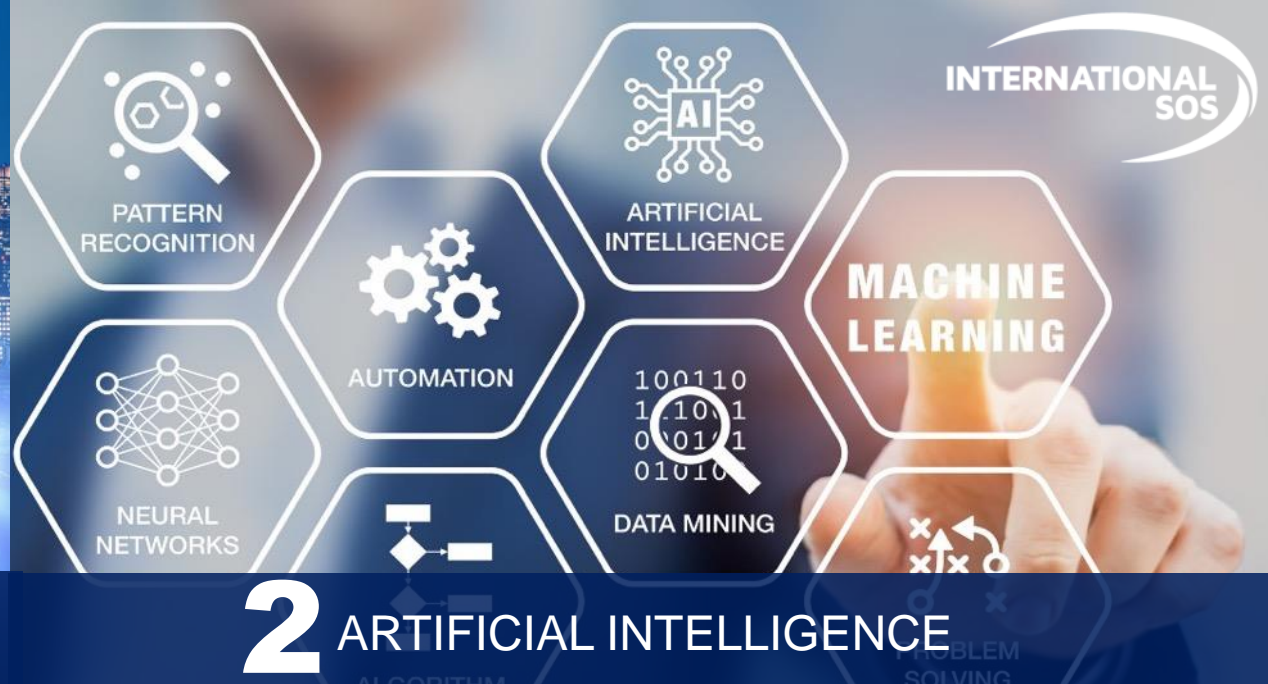


INSIGHTS





1 BIG DATA



2 ARTIFICIAL INTELLIGENCE



3 DIGITAL CHANNELS



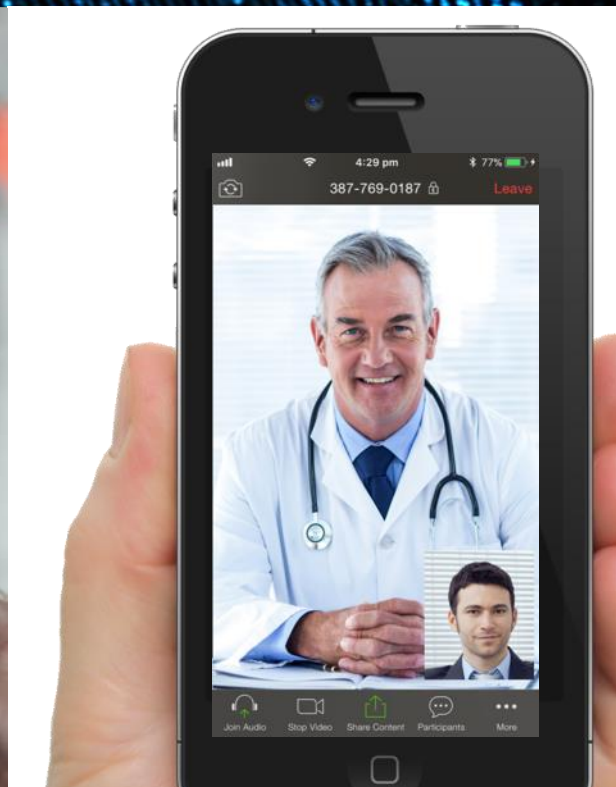
4 WEARABLES



5 BLOCK CHAIN



TRAVEL TRACKER



TELECONSULT



AT GATE



IN-FLIGHT

TRAVEL TRACKER

1 BIG DATA **3** DIGITAL CHANNELS



Real Time Intelligence and Advice

Locate Travelers During Crisis

Communicate-Text, Email, Phone

Reporting & Analytics

IN-FLIGHT SOLUTIONS



1 BIG DATA **2** ARTIFICIAL INTELLIGENCE **3** DIGITAL CHANNELS

Fast, Accurate, Expert
Recommendations

Additional Communication
Channels- Mobile, Voice,
Text, Chat

Leverage Investment in
New Technology

Streamlined Process

FIT-TO-FLY AT GATE ASSESSMENT



1 BIG DATA **2** ARTIFICIAL INTELLIGENCE **3** DIGITAL CHANNELS

Fast, Accurate, Expert
Preventative Advice

Multiple Interfaces-
Chat Bot, Voice Bot, Kiosk,

Process Improvements

Improving Operational
Efficiencies

TELE CONSULTATION



1 BIG DATA **3** DIGITAL CHANNELS

Saves Time and Money

Quicker fitness-to-fly/operate decisions

Convenience for crew/ members



SUCCESS FACTORS



Test, Learn, Evolve

Client Led Approach

Integration with Clients



THANK YOU