

# A CASE FOR PASSENGER COMFORT AND EXPERIENCE SOLUTIONS



## WHAT IT IS

Passenger comfort solutions help deliver satisfaction throughout the flight, from on-time arrivals and departures and less-turbulent flights to more comfortable temperatures and in-home-quality entertainment and communication.

## BUSINESS BENEFITS

- Safety improvements that lead to less turbulence and greater passenger peace of mind
- Greater customer loyalty with high-speed in-flight Wi-Fi
- Higher customer satisfaction due to better on-time performance
- More passenger comfort with high-quality air circulation and temperature controls

## PASSENGER COMFORT AND EXPERIENCE TOOLS

- High-speed Wi-Fi that lets passengers enjoy at-home-quality communication and entertainment
- Advanced weather radar systems to improve flight decisions and avoid turbulence
- Ground handling and predictive maintenance software to help speed turnarounds and avoid downtime
- Environmental control systems that help ensure comfortable temperature, ventilation and cabin pressure

**90%**

of consumers say a reliable, fast Wi-Fi connection is essential throughout their flight.<sup>1</sup>

**84%**

of consumers say in-flight connectivity should be as good as at home or in the office.<sup>2</sup>

**35%**

of travelers say on-time flights is the No. 1 perk that would make them excited to fly again.<sup>3</sup>

**44%**

of passengers worry that recirculated air in a plane spreads germs and viruses.<sup>4</sup>

1. <https://aerospace.honeywell.com/en/~media/aerospace/files/infographics/2016connectivitysurvey-ig.pdf>

2. <https://aerospace.honeywell.com/en/~media/aerospace/files/infographics/2016connectivitysurvey-ig.pdf>

3. <https://aerospace.honeywell.com/en/blogs/2017/july/travelers-have-spoken-their-no-1-frustration-is-delays>

4. <https://www.honeywell.com/newsroom/news/2017/10/your-travel-worries-germs-turbulence-and-weather>



## KEY PRODUCTS

- IntuVue® RDR-4000 3D Weather Radar
- Enhanced Ground Proximity Warning System (EGPWS)
- JetWave® High-Speed Satellite Communications Hardware
- GoDirect® Cabin
- SmartRunway® and SmartLanding®
- Ovation Select® Cabin Management Systems
- Air and Thermal Systems Management
- GoDirect Maintenance
- GoDirect Ground Handling
- Traffic Collision Avoidance System (TCAS)

## Passengers Increasingly Expect High-Quality Wi-Fi<sup>5</sup>



**6 IN 10**

TRAVELERS SAY THEY WOULD BE DISAPPOINTED OR FRUSTRATED ON A PLANE THAT DID NOT HAVE IN-FLIGHT WI-FI.

**84%**

SAY IT'S IMPORTANT TO HAVE AN EXPERIENCE IDENTICAL TO WHAT THEY HAVE AT HOME OR IN THE OFFICE.



**90%**

SAY IT'S ESSENTIAL TO EXPERIENCE A RELIABLE, FAST CONNECTION THROUGHOUT THEIR FLIGHT ANYWHERE IN THE WORLD.



5. <https://aerospace.honeywell.com/en/-/media/wifihatflies/files/2016-connectivity-survey-infographic-en.pdf>

## WHY WORK WITH HONEYWELL

- More than 100 years in the aviation, defense and space industries
- On nearly every aircraft in the world, and serving 500 airports globally
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- Preferred communications and network provider for top Original Equipment Manufacturers (OEMs)

### Learn More

Learn more at our Passenger Experience page:  
[aerospace.honeywell.com/en/comfort](https://aerospace.honeywell.com/en/comfort)

### Honeywell Aerospace

1944 East Sky Harbor Circle  
 Phoenix, AZ 85034  
[aerospace.honeywell.com](https://aerospace.honeywell.com)

N61-2183-000-000 I 06/19  
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