



Royal Brunei Airlines successfully migrates to Hitit

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Royal Brunei Airlines, the national airline of Brunei Darussalam has moved to Hitit's IT solutions. After a comprehensive process of training, testing and configuration, Royal Brunei switched to Hitit's Crane Airline Solution Suite on March 16, 2022. Royal Brunei, which is listed among the top 10 most popular airlines globally by the independent research institution Skytrax, will be partnering with Hitit for the next 10 years.

Hitit's Crane Airline Solution Suite now provides Royal Brunei with its core passenger service systems, an upgraded internet booking engine and mobile application, and supporting solutions covering airport operations, airline loyalty, and customer care until 2031. In addition, Hitit's purpose-designed airline hybrid cloud infrastructure provides scalability and industry-leading security for the national airline.

Royal Brunei is one of world's premier airlines and is a true network carrier, with its own global flight network and partnerships with many other leading carriers. Hitit and Royal Brunei signed contracts in April last year and have completed the complex migration process in just 9 months. Royal Brunei re-opened for business at 11:30 on March 16 and successfully departed their first flight the following morning.

Nevra Onursal Karaagac, CMO at Hitit, declared: "Royal Brunei Airlines is a prestigious and important partner for Hitit. We demonstrated the supremacy of Hitit's solutions against powerful competitors in a rigorous procurement process, managed and provided by Travel Technology Research (T2RL). We have completed our integration and migration as a joint team with the airline, under the shadow and challenges of the pandemic, to successfully deliver our IT solutions. We are delighted to be the lead technology partner of Royal Brunei Airlines and over the next decade, we hope to grow and achieve many success stories together."

Martin Aeberli, RB's Chief Commercial Officer, said: "At RB, it was important for us to team up with a partner with whom we can jointly shape the future to serve our digital-savvy guests better and maintain a leading position in the highly competitive market environment in which we operate. Therefore, a dynamic team approach and access to innovation, coupled with efficient and speedy execution, is a must. During the successful migration, Hitit fully met all our expectations, and we are looking forward to further expanding our partnership with Hitit even better to serve our guests."

RB, home to the World's Leading Cabin Crew 2020-2021 by the World Travel Awards, will soar to new heights with Hitit's IT solutions for the next ten years.



About Hitit

Hitit, established in 1994, is considered one of the largest airline and travel IT solution providers in the world. Hitit's brand "Crane" offers a comprehensive suit that serves flag carriers, low-cost and hybrid airlines, as well as ground-handling agencies. Hitit is a one stop shop for Software as a Service new generation airline IT solutions with modules geared towards every part of an airline's business lifecycle. Hitit's solutions and services provide its partner in the aviation industry in with state-of-the-art technology for passenger services, operations, accounting and cargo. Hitit currently serves more than 50 airline companies and travel partners across Europe, Africa, Asia, Middle East, North and Latin America. With a strong team of consultants and ever-changing progressive vision, Hitit is an industry leader in seamless integration, high performance implementation and customer support. With multiple sales and distribution channel support and unlimited ancillary capabilities, Hitit's solutions and services provide airlines the ability to maximize profit and minimize costs. Having completed the public offering of 27.6% of its shares, Hitit has started publicly trading on Borsa Istanbul since March 3rd, 2022.

About Royal Brunei Airlines

Royal Brunei Airlines currently operates a fleet of fourteen aircraft comprising five Boeing 787-8 Dreamliners, seven Airbus A320NEOs and two Airbus A320CEOs.

In 2019, RB received a Five Star rating from the 2020 APEX Official Airline RatingsTM and was ranked 66th in the top 100 airlines in the world and awarded Four Stars at the 2019 SKYTRAX Awards. Further cementing its position among the world's favourite airlines, RB was ranked by TripAdvisor users as favourites in Travellers' Choice Regional Airlines (Asia) for the past three years.

In 2020, RB was voted Leading Cabin crew in both the Asia and World regions in World Travel Awards 2020. In 2021, Royal Brunei Airlines (RB) was awarded the highest seven-star ratings against COVID-19 by the world's best one-stop airline safety and product review website www.airlinerratings.com. RB also emerged as the winner for Asia's Leading Airline – Business Class 2021 together with Asia and World's Leading Cabin Crew 2021 at World Travel Awards 2021.

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