

## **Passenger Service System - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts (2025 - 2030)**

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### **Report description:**

The Passenger Service System Market size is estimated at USD 11.99 billion in 2025, and is expected to reach USD 26.43 billion by 2030, at a CAGR of greater than 17.12% during the forecast period (2025-2030).

With the emergence of low-cost carriers (LCC) and a growing number of air passengers, the need for an efficient and mission-critical system for passenger service management is increasing. Thanks to the increasing income levels of customers and the availability of low-cost aviation, tickets are becoming more affordable every day for a broad base of potential customers. For instance, according to the International Civil Aviation Organization (ICAO), in 2018, LCCs carried an estimated 1.3 billion passengers, accounting for approximately 31% of the world's total scheduled passengers.

### **Key Highlights**

- Although the passenger service system (PSS) aims to develop a single homogeneous solution, the need for airlines to differentiate their products is hindering this possibility. Despite this, many airlines have included PSS in their standard operating procedures due to the aviation industry's fast adoption of information technology. The advent of online booking, inventory control, and reservation services has greatly automated airline operations.
- In May 2023, Vix Technology has announced a partnership with myBus, a Barcelona-based transit SaaS provider, to bring its cloud-native passenger information and fleet management system to the UK and USA. With the myBus solution, operators can manage their networks in real time, address any gaps in service, and provide passengers with up-to-date information on their journey."
- Furthermore, In May 2023, Travel Technology Interactive (TTI) and carbon click, have announced partnership to work towards a more sustainable future for aviation. This collaboration will deliver the first end to end carbon offset IBE solution, which will be integrated into a single PSS. Traditionally, a barrier for individual airlines has been the long period of time and considerable costs

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to implement comprehensive solutions with which they are confronted, making it very difficult for many air carriers around the world to adopt end interoperability programs at this stage.

- Although the COVID-19 pandemic slowed down international passenger travel, the market for airline passenger service systems expanded quickly as governments simplified their current operating capabilities, which encouraged the use of smart solutions. Airports were able to operate smoothly throughout the pandemic thanks to these advancements.

## Passenger Service System Market Trends

### Rise in Air Travel Passengers is Expected to Drive the Market Growth

- The passenger service system (PSS) has applications in mission-critical systems within the airline distribution system, supporting various airline processes related to servicing, delivering, and financially fulfilling orders. The increasing number of air passengers and the need for safe and hassle-free processes before, during, and after travel are significant factors contributing to the growing use of PSS in the airline industry.
- For instance, according to passenger numbers for September 2022 released by the International Air Transport Association (IATA), the rebound in air travel is still going strong. Revenue passenger kilometers (RPKs), which measure total traffic, increased by 57.0% in September 2022 compared to September 2021.
- Companies in the Air passenger service system type continue to expand a portfolio of customers to keep the economy running as they enter into a multi-year agreement to establish a stable revenue system; digitization, cloud, and various software solutions have been used to manage event booking and operations effectively.
- In February 2023, Sabre Corporation, one of the leading providers of technology and software that powers the global travel industry, announced the multi-year renewal of JetBlue's SabreSonic PSS agreement. The agreement also extends the carrier's long-term distribution agreement to continue offering its content on the Sabre GDS.
- In September 2023, Philippine Airlines picks Salesforce to enhance CX; the collaboration would aim initially on core functions - customer experience, marketing, and sales - with plans to explore expansion into other functional areas within PAL in the future as part of the company-wide journey towards full-fledged digital transformation.

### Asia-Pacific to Witness a Significant Growth Share during the Forecast Period

- In November 2022, Air India leased six Airbus A320 neo aircraft from CDB Aviation, a fully Irish-owned subsidiary of China Development Bank Financial Leasing Co Limited. This move comes as India's domestic and international travel industry is expected to quadruple to 400 million travelers in the next 5-7 years. Additionally, the country's overall air passenger traffic is projected to increase to about 827 million by 2032-2033.
- As economies around the world continue to open up for trade and travel, Asian airlines are expanding their flight networks. This is a much-needed change that has been long overdue, especially considering that airlines handled 330% more international passengers in the first half of 2022 compared to the same period in 2021.
- Moreover, India plans to invest close to USD 60 billion to construct 100 new airports in the next 10-15 years, with the aim of making air travel more affordable, according to the civil aviation minister. This investment is likely to increase the demand for passenger service systems by airlines in the region.

## Passenger Service System Industry Overview

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The Passenger Service System market is semi-consolidated, the aviation industry is witnessing a paradigm shift toward connected systems, and airlines are increasingly focusing on enhancing customer experiences by offering differentiated passenger service systems (PSS). Leading vendors such as SITA NV and Amadeus IT Group are capitalizing on this trend by developing innovative PSS solutions. Moreover, several airline companies have adopted a vertical integration strategy to develop in-house PSS.

- July 2023 - SITA, the technology offering for the travel and transport organization, secured a landmark deal with Airports Authority of India to assist one of the global biggest growth markets, providing technology to 43 of India's biggest airports.
- October 2022 - Munich Airport announced the launch of its new Express Queue reservation system, aimed at better managing traffic before security checkpoints in Terminal 1 and reducing wait times. Air travelers can now reserve a free 30-minute window for entry to security checkpoints and passport control while flying to non-Schengen locations, thus providing greater flexibility and convenience.
- April 2022 - IBS Software announced the launch of its next-generation software iFly Res, which features a customer-centric PSS with state-of-the-art offer and order management capabilities. The new system is designed to enhance the passenger experience and provide airlines with greater operational efficiency.

Additional Benefits:

- The market estimate (ME) sheet in Excel format
- 3 months of analyst support

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