

An Airline Perspective on Seeking Innovation

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So What? Who Cares?

Mission: Implement innovative solutions that increase overall security while improving customer experience

- *Customer Experience: contact-less, friction-less, data-privacy/security ...*
- *Commodity Screening: checked & carry-on items, air cargo, provisions ...*
- *Physical Access Control: aircraft/airfield, checkpoint, facilities ...*

Problems needing solutions:

- *COVID-19 conditions and post-pandemic ecosystem*
- *Customer and Operator adoption of new technology*
- *A new, less-experienced type of traveler*
- *Increased cargo capacity*
- *Technology connectivity*
- *Interdependencies (i.e. airline-other airline(s)-airport-regulator-vendor)*
- *Etc. ...*

Methods for people with solutions to work with us:

- *Government-organized Technology Test Beds*
- *Direct "Proof-of-Concept" trials*
- *Partnership acquisition (airports, 3rd-Party, etc.)*
- *Contact us directly!*

What about "Operator Cognitive Load"?

Some of our "Operators":

- *Crew Member*
- *Boarding Agent*
- *TSO*
- *Mechanic*
- *Control Tower/Ops*

A Variable Ecosystem

Competitor vs Customer

Regulator vs Partner

Customer vs Critic

Global Footprint

Labor Force

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