



EPAM and Aer Lingus Transform Digital Travel Customer Experiences for Over 12 Million Guests per Year

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Customer Experience and Personalization Emerge as Most Critical Differentiators for Success

NEWTOWN, Pa., Aug. 7, 2018 /PRNewswire/ -- EPAM Systems, Inc. (NYSE: EPAM), a leading global provider of digital platform engineering and software development services, and Aer Lingus, the national airline of Ireland, are partnering on next-generation technology solutions to enhance the Aer Lingus guest experience and further automate its services and operations. For the past five years, EPAM has worked with Aer Lingus to substantially enhance the airline's digital and mobile solutions, resulting in significant growth of Aer Lingus' digital commerce revenue.

"We've been a strategic partner to Aer Lingus since 2013, helping the company transform its end-to-end customer experience through the development of next-gen travel platforms to support its significant growth," said Solman Rahman, SVP, EPAM UK & Ireland. "With Aer Lingus now covering 100 routes in the UK, Europe and North America and doubling its flights to US cities, we look forward to using our expertise in delivering seamless digital customer experiences to continue to create value for our client."

Moving forward, EPAM will focus on helping Aer Lingus continue to enhance its digital travel experiences on its web and mobile platforms. The new portals will enhance the search and booking engine, offer trip suggestions, provide an improved information architecture and UI design, and automate processes on the back-end to gain operational efficiencies.

"Over the last five years, we have enjoyed a successful relationship with EPAM as one of our key development partners. We are pleased to continue that relationship as we strive to continue delivering best-in-class personalized travel experiences for our customers," said Dave O'Donovan, Director of Digital & Mobile, Aer Lingus.

The airline strives to continue their mission to provide superior experiences for their customers with personalized digital engagement as a key aspect of this mission. Aer Lingus serves over 12 million guests per annum, covering more than 100 routes to destinations in the UK, Europe and North America. Over the last three years, the number of US cities it serves has almost doubled, including non-stop flights from San Francisco, New York, Los Angeles and most recently Seattle. It is the only Irish airline awarded four stars by Skytrax, the international air transport rating organization.

To view Aer Lingus' next generation travel portals, visit www.aerlingus.com. To learn more about EPAM's expertise in the Travel & Hospitality industry, visit <https://www.epam.com/our-work/travel-and-hospitality>.

About EPAM Systems

Since 1993, EPAM Systems, Inc. (NYSE: EPAM) has leveraged its core engineering expertise to become a leading global product development and digital platform engineering services company. Through its 'Engineering DNA' and innovative strategy, consulting, and design capabilities, EPAM works in collaboration with its customers to deliver innovative solutions that turn complex business challenges into real business opportunities. EPAM's global teams serve customers in over 25 countries across North America, Europe, Asia and Australia. EPAM is a recognized market leader among independent research agencies and was ranked #12 in [FORBES 25 Fastest Growing Public Tech Companies](#) and as a top [UK Digital Design & Build Agency](#). Learn more at <http://www.epam.com/> and follow us on Twitter [@EPAMSYSTEMS](#) and [LinkedIn](#).

Forward-Looking Statements

This press release includes statements which may constitute forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events that may not prove to be accurate. Factors that could cause actual results to differ materially from those expressed or implied include general economic conditions and the factors discussed in our most recent Annual Report on Form 10-K and other filings with the Securities and Exchange Commission. EPAM undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise, except as may be required under applicable securities law.

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