

AVIATION

Disruption (IROPs) decision intelligence for airlines

When flights are disrupted, airlines juggle crew, aircraft, rebooking, compensation and communication across many systems. Wexa built a decision-intelligence platform that brings that context together and acts on it.

5

capability modules: signal, rebooking, care, journey, cockpit

3

role-based workspaces (admin, ops manager, agent)

2026

rebuilt on the Wexa context graph as a production platform

CLIENT

Airline group (APAC), with an airline-operations partner

REGION

Australia / global

WHEN

2025–2026

ENGAGEMENT

Solution build

WEXA COMPONENTS

Wexa context graph · ops, crew and passenger agents · role-based console

01 — CASE 24

The challenge

- Disruption data spread across reservations, crew, maintenance, weather and loyalty systems
- Rebooking and compensation decisions made under time pressure
- Passengers informed late and inconsistently

What Wexa built

- ✓ Always-on multi-channel disruption communications
- ✓ Automated rebooking from disruption to new boarding pass
- ✓ Personal-care engine prioritizing vulnerable passengers; amenities and compensation
- ✓ Control cockpit for operations and passenger-service teams
- ✓ Integrations: reservations, crew scheduling, maintenance, weather, flight operations, loyalty, hotel and meal vouchers

How it runs on Wexa

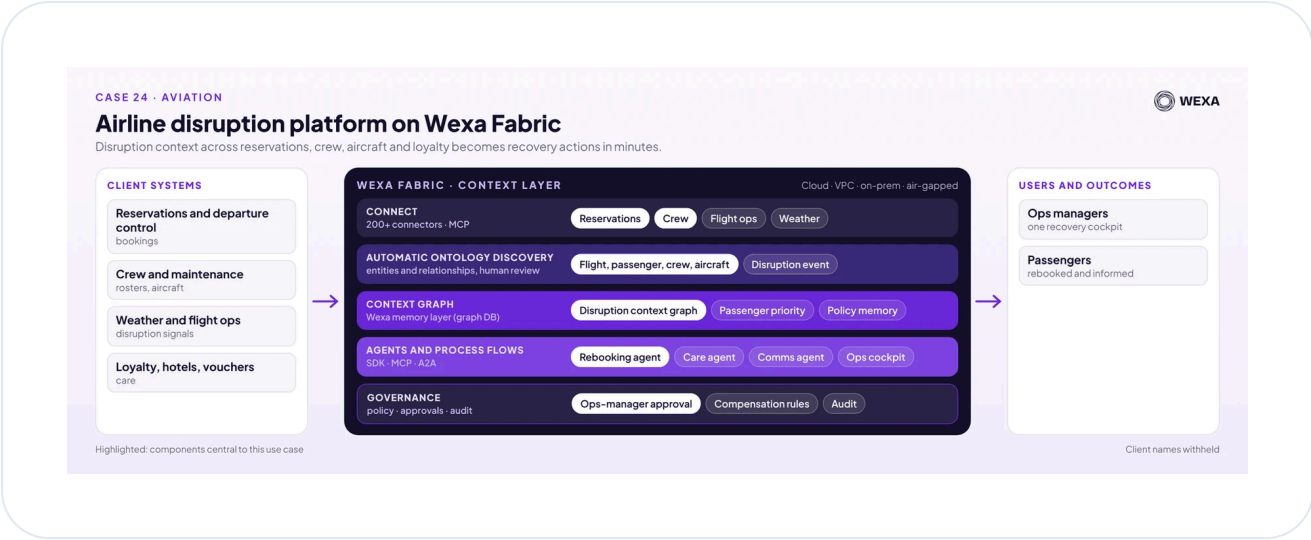


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Capability architecture

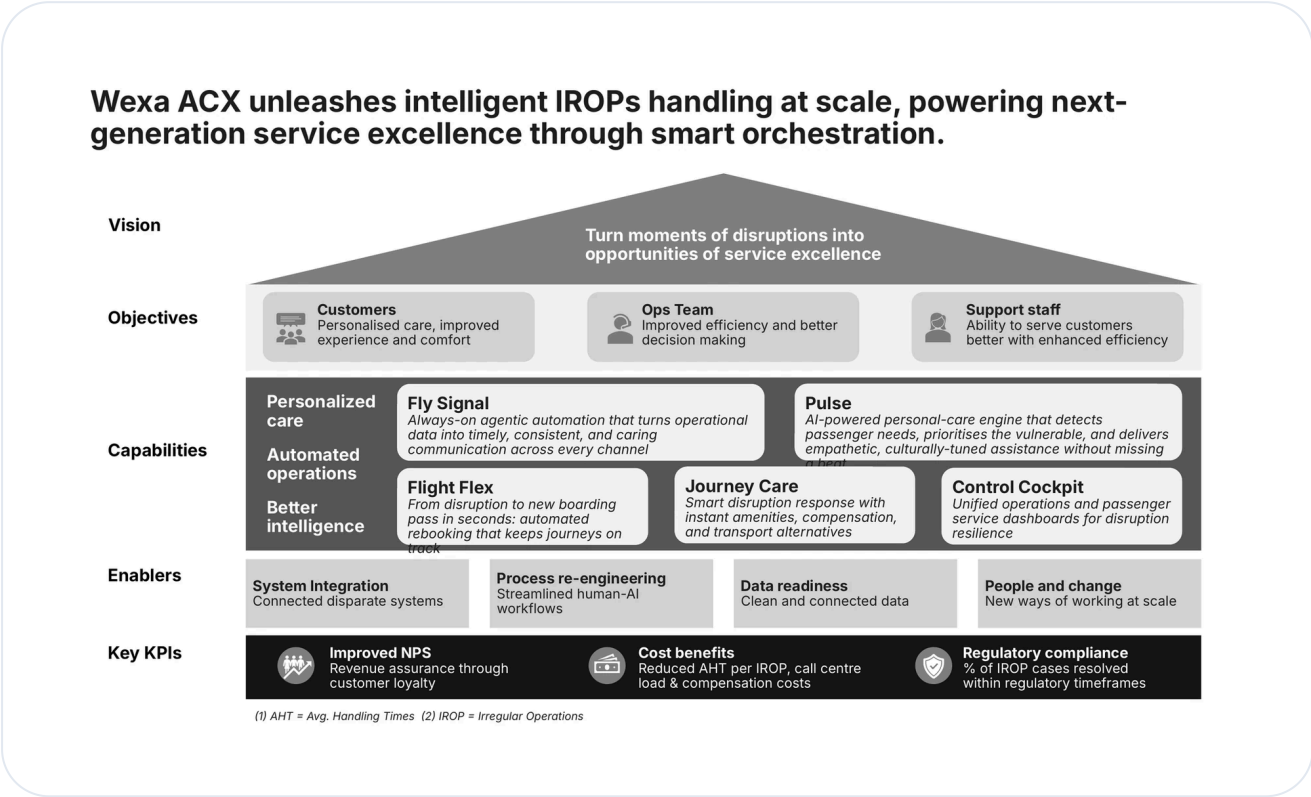


FIGURE Capability model: vision, objectives, capabilities, enablers and KPIs.

Solution architecture

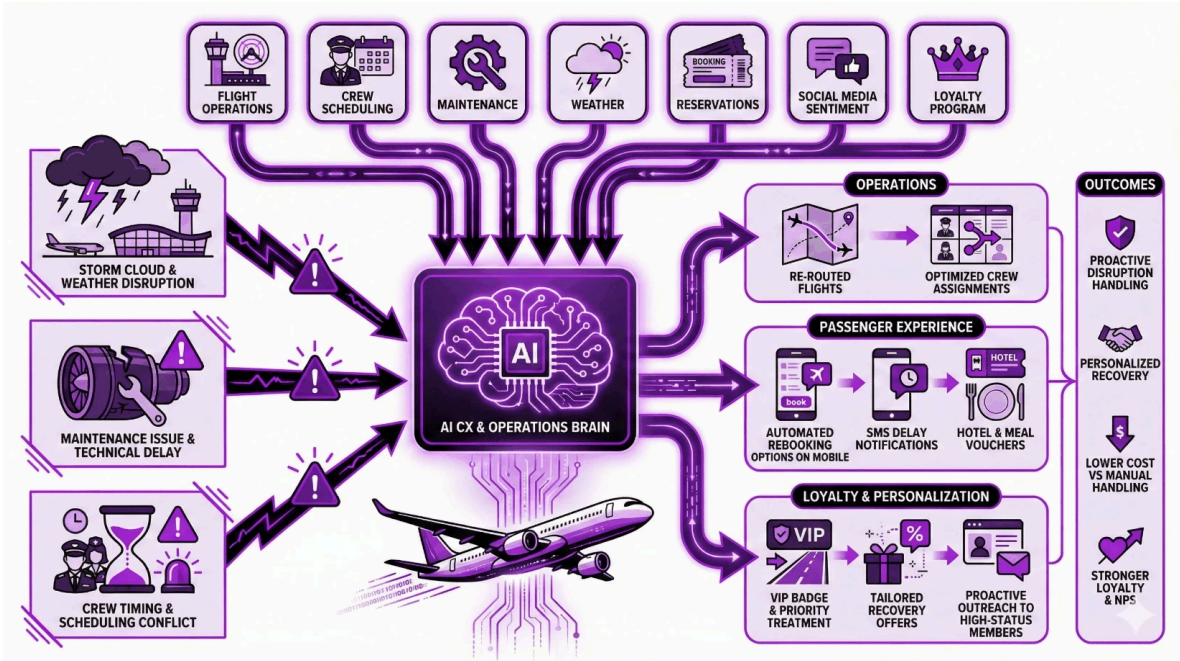


FIGURE Operations and customer-experience brain connecting airline systems to recovery actions.

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Disruption handling and passenger-care cost per year	\$12M	\$9.6M
Annual cost of the process	\$12M	\$9.6M
Time to implement the AI solution	9 months	12 weeks
AI build cost (one-time)	\$1.2M	\$133K

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
AI operating cost per year (models, infrastructure, upkeep, platform)	\$704K	\$336K
Total AI cost in year 1	\$1.9M	\$469K

WITH WEXA

\$2.1M

net annual value to the client after Wexa's
own operating cost

3x

faster to implement

52%

lower AI operating cost

\$1.4M

less AI spend in year 1

Developed with an airline-operations partner; pilot discussions with carriers are in progress. KPIs tracked: NPS, handling time per disruption, call-centre load, compensation cost, cases resolved within regulatory time.