

Finnair partners with Stranded Flight Solutions to implement the full SFS360 platform

Providing customers real-time support, choice, and the ability to book hotels themselves during traffic disruptions



Amsterdam, Netherlands Nov 15, 2024 ([Issuewire.com](https://www.issuewire.com)) - Finnair has officially launched the SFS360 platform, a leading SaaS solution from Stranded Flight Solutions (SFS), designed to improve passenger service during irregular operations. This rollout is a significant step in Finnair's commitment to providing seamless, real-time support during travel disruptions.

In today's evolving travel landscape, delivering a consistently positive passenger experience, even during unexpected disruptions, is a major challenge for airlines. Stranded Flight Solutions recognizes that providing a smooth experience in these situations goes beyond logistics—it's about delivering clarity, empathy, and convenience at every interaction.

Finnair's approach to disruption management emphasizes transparency and care, ensuring passengers receive timely, proactive updates when they need it most. SFS360 features, such as instantly bookable Hotels globally, Taxi2Ride™, and Photo2Claim™, make it easy for passengers to transform stressful moments into positive customer experiences.

By using SFS360, Finnair is improving its services by providing customers with a fast and smooth

solution for booking hotel accommodations via self-service in traffic disruption situation

"We are excited to partner with Stranded Flight Solutions to launch the SFS360 platform, which marks a major step forward in how we care for our passengers during disruptions," said Jari Paajanen, VP Operations Control, Finnair. "The solution improves the speed and sense of control for our customers, as they do not need to wait for hotel accommodation at the airport."

"Finnair's core values—Commitment to Care, Simplicity, Courage, and Working Together—perfectly align with our principles at SFS, forming the foundation of this successful partnership," said Frank Classen, CEO and Co-Founder of Stranded Flight Solutions.

In their collaboration, SFS and Finnair focus on making things easier for travelers, prioritizing passenger comfort, providing timely communication, and making disruption management processes simpler and more stress-free.

With SFS360 now fully operational, Finnair is able to provide passengers with proactive, personalized support that minimizes inconvenience and empowers them to take action during flight disruptions.

Media Contact

Stranded Flight Solutions

info@strandedflightsolutions.com

Nieuwe Spiegelstraat 18

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