

LIVE: A look at day two of FTE APEX Asia Expo

Last updated: Thursday November 9, 11:49 p.m. (SGT). Find updates below.



Crowd gathers at FTE APEX Asia Expo 2023

[FTE APEX Asia Expo](#) is well underway on day two. After an exciting evening of [industry recognition and celebration](#) last night, today kicked off with the keynote address by Rohit Talwar of [Fast Future](#), entitled "Exclusive Insights Into the Findings of the Groundbreaking FTE/Fast Future Study on Tomorrow's Customer 2030,"

9:30 a.m.: Inflight Innovation Powered by Technology and Creativity

As part of the Premium Conference, this panel brought together some of the most influential leaders in the aviation industry to discuss the cutting-edge technology and innovation shaping today's inflight experience. Present at this panel were David Coiley, [Viasat](#); Mir Amer Hussain, [Air India](#); Ingo Wuggetzer, [Airbus](#); and, Verena Bintaro, [AERQ](#).

10:00 a.m.: FTE Baggage Innovation Summit

The FTE Baggage Innovation Summit brought together representatives from the industry's most innovative and progressive organizations on the Expo Stage to discuss learning, sharing and cooperation. Hosted by the [Changi Airport Group](#), this meeting includes members of the FTE Baggage Innovation Working Group (BIWG) and FTE Digital, Innovation & Startup Hub to focus on solving the real-world challenges of the aviation industry in the face of automation. Darin Juby, [Future Travel Experience](#); Gus Naughton, [Alaska Airlines](#); Jason Smith, [Auckland Airport](#); Ivan Lee, [Star Alliance](#); and, Christopher Stein, [Siemens Logistics](#) were part of this insightful summit.

10:30 a.m.: CEO Fireside Chat

Following the Inflight Innovation Powered by Technology and Creativity panel and FTE Baggage Innovation Summit, Theo Panagiotoulas, CEO of [Star Alliance](#), took to the stage for a compelling discussion. Part of the Premium Conference, this chat was moderated by Monica Miller of BBC News.

11:30 a.m.: The Customer Experience & Service Summit

The Customer Experience & Service Summit “Creating Unique and Memorable Customer Journeys” took place this morning as well as part of the Premium Conference agenda. Leadership at this summit included Keiichi Ueda, [All Nippon Airways](#) and Syaifullah Sarip, [Airport Dimensions](#), among others.

Meanwhile on the Expo stage, the FTE Innovation Showcase Featuring the Startup Pitch Session took place with FTE's Ryan Ghee; Shuji Takahashi, [Hokkaido Airports Co., Ltd.](#); Shabbir Girach, [Shabstec Limited](#); Sitaramaiah Alamuri, [Optimetrix Integration & Solutions](#); and, Ina Eldøy of [BagID](#).

Day two afternoon



Winners of the APEX Regional Passenger Choice Awards

This afternoon on the Expo Stage, conference attendees were welcome to a Briefing and Discussion on AI, IOT & Robotics with Leaders from the FTE Digital, Innovation & Startup Hub including FTE's Ghee, Southwest's Kleist, and Javed Malik, of [Ink Innovation](#).

At 1:30 p.m., Premium Pass holders had the opportunity to learn from those who have climbed the ladder in the “How to become a top-rated airline or airport in passenger experience rating programmes like APEX and SKYTRAX” session. It was moderated by Prae Prasitwisat, Chief Experience Officer, [Yates+Partners](#) with panelists Lim Kim Hai, [Rex Group](#); Christian Draeger, [Star Alliance](#); Rowan Chalmers, [Fiji Airways](#); Craig Devoy, Yates+Partners; and Nicholas Donovan, [Melbourne Airport](#).



Premium Pass holders had the opportunity to learn from those who have climbed the ladder in the “How to become a top-rated airline or airport in passenger experience rating programmes like APEX and SKYTRAX”

The APEX Regional Passenger Choice Awards Ceremony took center stage next, open to all.

Winners include Vistara, Air Astana, SriLankan Airlines, Air India, IndiGo and many more. See the [full Winners list here](#).

As media partners, *PAX Tech* and *PAX International* are covering the latest updates out of the FTE APEX Asia Expo, so keep watching this space throughout the week. [Sign up for our e-newsletter here](#), and follow along on [Instagram](#) and [LinkedIn](#).

Send your photos, press releases and news to Jane Hobson, Managing Editor, and Robynne Trueman, Business Editor, to be highlighted in our event coverage and e-newsletter.

Tech & innovation briefings

In a LinkedIn update, Future Travel Experience shared an update on the popular Tech & Innovation Briefings, which have "given attendees the opportunity to join guided tours and meet exhibitors with relevant products, services and concepts across areas including automation, self-service & biometrics; inflight entertainment & connectivity; onboard hospitality; baggage; and airport technology & pre-travel."



A Tech & Innovation Briefings tour taking place at FTE APEX Asia Expo

Exhibitors participating in the Briefings include: Magnetic Malaysia, Reconova Technologies, [SITA](#), [Thales](#), [Vision-Box](#), [apios.co.uk](#), [Inflight Dublin](#), [Spafax](#), [Viasat](#), Do Food Co. Ltd, [Linstol](#), [Procurall Solutions](#), [Unilever](#), [eezeetags](#), [IDEMIA](#), NACO, [Netherlands Airport Consultants](#), [BagID](#), [Entriva](#), [Objective Solutions](#), [PrehKeyTec GmbH](#), and [TAV Technologies](#).

A look at the Expo floor on day two



Richard Tuttle, Founder, President & CEO of RMT Global Partners, at the company's FTE APEX Asia Expo booth



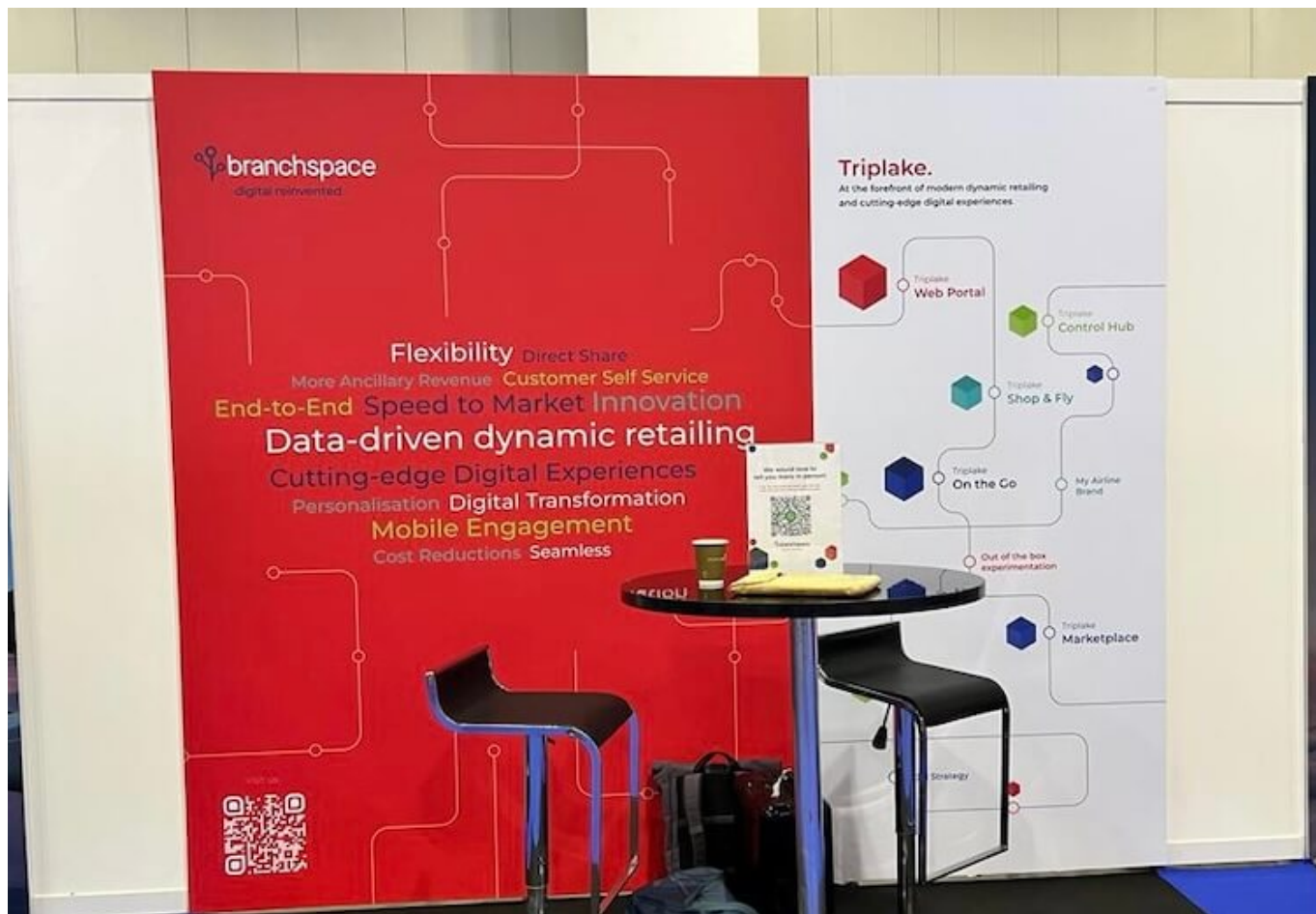
Colleagues at RMT Global Partners booth



Products on display at RMT Global Partners booth



Kosher Arabia



Branchspace



Inflight Dublin



Moment



Airport Dimensions



eSim Go



Buzz





FORMIA and Foodcase International



Foodcase International





Collins Aerospace



TAV Technologies



Thales

As media partners, *PAX Tech* and *PAX International* are covering the latest updates out of the FTE APEX Asia Expo, so keep watching this space throughout the week. [Sign up for our e-newsletter here](#), and follow along on [Instagram](#) and [LinkedIn](#).

Send your photos, press releases and news to Jane Hobson, Managing Editor, and Robynne Trueman, Business Editor, to be highlighted in our event coverage and e-newsletter.