

Grab partners with AtYourGate to offer end-to-end contactless airport ordering and delivery experience



Grab, the airport e-commerce platform, has teamed up with in-airport food and retail delivery leader, AtYourGate, to provide a range of services to support the aviation industry and its passengers moving forward



Although Grab's omni-channel platform allows guests to order through several digital channels, the partnership will bring the added option of airport delivery (to their gate) in order to practice social distancing

Grab, the airport e-commerce platform, has partnered with in-airport food and retail delivery leader AtYourGate, to provide a range of services to help the aviation industry and passengers as the world re-opens. This strategic partnership will allow airports to provide both pick-up and delivery at participating food & beverage and retail concessions. This also provides flexibility to passengers who will be able to order from their own devices while socially distancing.

Grab's omni-channel platform allows guests to order through a variety of digital channels. The partnership with AtYourGate will bring the added option of airport delivery, encouraging guests to order and have food and retail purchases delivered to their gate while waiting for their flight.

Guests will have the ability to order across terminal and security lines, enabling a wider breadth of dining options.

Complemented by Grab's knowledge of concession POS integrations and its distributed e-commerce platform, with integrations into many popular travel channels, travelers will be able to benefit from a seamless ordering experience and airport concessions will be able to expand their consumer engagement and reach. The collaboration is designed to make the process for airports and concessionaires more effective and customers can still order from the existing Grab and AtYourGate apps while at the airport.

"This collaboration is designed to support the industry, as we face some of the toughest challenges we have ever seen. Having contactless ordering options during this health crisis is no longer just a 'nice to have' and they are going to be fundamental to the way we all do business going forward.

We are confident that the combination of the Grab platform technology and integration with AtYourGate's delivery capabilities will enhance the passenger journey while making operations smoother, scalable and more efficient and therefore more commercially viable for airport concessionaires," says Jeff Livney, Chief Experience Officer at Grab.

"The existence of new, safety-focused dining and retail options such as AtYourGate's contactless delivery service will be a vital component of the passenger's expectations when they return to air travel. This partnership will combine the best available technology with world-class customer service and safety standards to offer safe alternatives to traditional shopping methods and dining inside the airport," adds PJ Mastracchio, Founder & CEO of AtYourGate.

The partnership will be offered to airports in North America, with opportunity to expand into further markets in the future. Grab's platform is available in over 50 airports in four countries and has processed over five million contactless orders. AtYourGate operates in nine airports in the United States and has delivered over 100,000 orders to hungry airport guests.