

Melbourne, 11 February 2009

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Newsroom

Jetstar new reservation system live

- Successful cutover to step change technology

Jetstar has successfully cutover its reservation system including Jetstar.com and the Jetstar Telephone Reservation Centre from “Open Skies” to the latest in step change technology “New Skies”.

New Skies is a comprehensive customer-centric passenger management solution, with integrated Internet booking, call centre reservations, real-time reporting, ancillary revenue generation and airport check-in capabilities. New Skies is provided by Navitaire, a wholly-owned subsidiary of Accenture.

The new reservation system provides step-change in system functionality designed to accommodate Jetstar’s growth and to offer customers more choice through greater product innovation.

Jetstar is Navitaire’s first customer to launch with New Skies 3.0.

The system cutover was one of the largest in the airline’s five year history and involved shutting down all electronic check-in and all sales channels for 21 hours in order for its previous reservation system to be replaced.

The conversion was completed 30 hours ahead of schedule with systems going live at 19.00 pm AEDT on Saturday 7th February 2009 ahead of the planned Monday morning go live schedule.

The system replacement had been planned intensely over the last 18 months and included Jetstar, Jetstar Asia/Valuair and Jetstar Pacific.

Jetstar Chief Executive Officer Bruce Buchanan thanked all Jetstar passengers for their part in the success of the cutover which saw no major delays or disruptions across the network.

“We sincerely thank Jetstar’s passengers for their patience and cooperation over the weekend,” Mr Buchanan.

“With minimal disruptions to our network, and the cooperation of Jetstar passengers, our team has delivered one the most successful crossovers of any major global airline that has made this system change in the past.

“We now look forward to sharing the benefit of the new reservation and booking platform with our Jetstar customers both here and overseas.”

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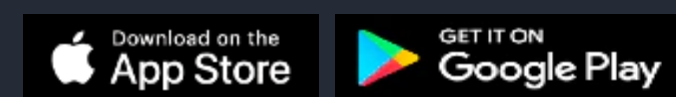


About Jetstar

About Jetstar Group

Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific’s fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the "2022 World’s Top 10 LCC" released by Airline Ratings.

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