

# Global Passenger Management Software Market 2026 by Company, Regions, Type and Application, Forecast to 2032

<https://marketpublishers.com/r/G351A8EF65A6EN.html>

Date: May 2026

Pages: 172

Price: US\$ 3,480.00 (Single User License)

ID: G351A8EF65A6EN

## Abstracts

According to our (Global Info Research) latest study, the global Passenger Management Software market size was valued at US\$ 8520 million in 2025 and is forecast to a readjusted size of US\$ 15052 million by 2032 with a CAGR of 8.4% during review period.

Passenger Management Software serves as a core business software platform designed for airlines, railways, intercity passenger transport providers, ferry operators, airports, ground service providers, and public transit authorities. Its primary function is to manage the entire lifecycle of passenger interactions—spanning everything from inquiries, booking, inventory allocation, fare and product selection, order generation, payment, and ticketing, to ticket changes and cancellations, check-in, seat assignment, baggage handling, boarding, passenger profiling, loyalty programs and preferences, notification services, exception handling, and customer service, through to operational reporting.

Based on our research, Passenger Management Software should not be treated as a generic passenger-counting or customer-record application. Its core value lies in being the transaction and service-control layer for transport operators. In airlines, the Passenger Service System, reservation system, inventory system, ticketing system, and departure control system connect flight inventory, fares, passenger name records, ticketing, check-in, boarding, baggage, and operational status. In rail and intercity transport, the focus is seat inventory, reservation, ticketing, refunds, exchanges, distribution, and cross-operator servicing. In public transit, the relevant software layer shifts toward account-based ticketing, fare rules, rider accounts, mobile ticketing, clearing, and fare back-office functions. This report therefore applies a layered scope:

airline PSS as the narrow core, rail/intercity ticketing as the main extension, and public-transit fare software as a conservative supplement.

From the supply side, the global market is characterized by concentration at the airline core-system level and fragmentation across regional and modal niches. Amadeus, Sabre, TravelSky, SITA, IBS Software, Accelya, Hitit, and several specialist vendors occupy important positions in airline PSS, DCS, passenger processing, and airline retailing. Siemens/Sqills and SilverRail are more visible in rail reservation and digital retailing, while Masabi, Cubic, INIT, IVU, Ridango, Scheidt & Bachmann, and Conduent are more relevant to public-transit ticketing and fare-management software. The broad vendor pool is larger than the core formal list because many companies in adjacent markets are primarily hardware suppliers, system integrators, online travel agencies, or distribution intermediaries rather than proprietary passenger-management software vendors.

From the demand side, airline adoption is being driven by direct sales, ancillary revenue, modern retailing, NDC, Offer & Order transformation, customer experience, and resilience against operational disruptions. Airports and ground handlers are investing in common-use passenger processing, local DCS, mobile boarding, self-service, and secure passenger data exchange. Rail and public-transit operators are moving toward cross-border ticketing, open payments, account-based ticketing, and multi-operator settlement. In Europe, the policy push toward easier cross-border rail ticketing and stronger passenger protection further indicates that passenger software is moving beyond isolated operator systems toward broader digital mobility infrastructure.

From a technology-route perspective, the market is shifting from legacy PNR, e-ticketing, and closed reservation systems toward modular, cloud-native, API-first, order-centric architectures. IATA's NDC and ONE Order standards are important catalysts because they encourage airlines to create, distribute, service, and account for travel products through offers and integrated orders instead of fragmented legacy records. In public transport, the equivalent shift is from card-centric systems to account-centric fare platforms, where the passenger's travel entitlement, fare calculation, payment token, and clearing logic are managed in the back office. Future competition will therefore be shaped less by isolated modules and more by interoperability, cybersecurity, system availability, data governance, cloud scalability, and the ability to integrate with multiple channels and operational systems.

The industry has a resilient growth outlook, but growth is uneven by segment. Traditional on-premise PSS and hardware-heavy fare-collection projects are likely to

grow more slowly, while cloud PSS, Offer & Order, NDC enablement, mobile DCS, self-service passenger processing, account-based ticketing, and rail digital retailing should expand faster. Large incumbents benefit from installed bases, migration costs, compliance expertise, and long-term contracts, but smaller vendors still have room to grow among regional airlines, low-cost carriers, local airports, rail SaaS deployments, and emerging-market transit authorities. The key risks are operator self-build strategies, cloud-native modular substitutes, pressure on hardware margins, and the commoditization of implementation services. Still, because passenger transport depends on secure, reliable, and compliant transaction systems, the core software layer remains strategically important.

This report is a detailed and comprehensive analysis for global Passenger Management Software market. Both quantitative and qualitative analyses are presented by company, by region & country, by Type and by Application. As the market is constantly changing, this report explores the competition, supply and demand trends, as well as key factors that contribute to its changing demands across many markets. Company profiles and product examples of selected competitors, along with market share estimates of some of the selected leaders for the year 2025, are provided.

#### Key Features:

Global Passenger Management Software market size and forecasts, in consumption value (\$ Million), 2021-2032

Global Passenger Management Software market size and forecasts by region and country, in consumption value (\$ Million), 2021-2032

Global Passenger Management Software market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2021-2032

Global Passenger Management Software market shares of main players, in revenue (\$ Million), 2021-2026

#### The Primary Objectives in This Report Are:

To determine the size of the total market opportunity of global and key countries

To assess the growth potential for Passenger Management Software

To forecast future growth in each product and end-use market

To assess competitive factors affecting the marketplace

This report profiles key players in the global Passenger Management Software market based on the following parameters - company overview, revenue, gross margin, product portfolio, geographical presence, and key developments. Key companies covered as a part of this study include Amadeus IT Group, Sabre Corporation, TravelSky Technology, SITA, IBS Software, Accelya, Cubic Transportation Systems, PROS Holdings, Siemens Mobility, Conduent Transportation, etc.

This report also provides key insights about market drivers, restraints, opportunities, new product launches or approvals.

#### Market segmentation

Passenger Management Software market is split by Type and by Application. For the period 2021-2032, the growth among segments provides accurate calculations and forecasts for Consumption Value by Type and by Application. This analysis can help you expand your business by targeting qualified niche markets.

#### Market segment by Type

Seat Reservation and Inventory Management

Ticketing and Order Management

Others

#### Market segment by Deployment Method

Cloud-based

On-premise

#### Market segment by Technical Architecture

Monolithic Architecture

Microservices Architecture

Others

#### Market segment by Application

Air Transport Industry

Railway Transport Industry

Urban Public Transport Industry

Others

#### Market segment by players, this report covers

Amadeus IT Group

Sabre Corporation

TravelSky Technology

SITA

IBS Software

Accelya

Cubic Transportation Systems

PROS Holdings

Siemens Mobility

Conduent Transportation

Scheidt & Bachmann

Sirena-Travel

Trapeze Group

INIT SE

Masabi

SilverRail

IVU Traffic Technologies

OpenJaw Technologies

Ridango

InteliSys Aviation

Hitit

RESA Airport Data Systems

KIU System

Ink Innovation

Ctrip Group

Datalex

Videcom

Travel Technology Interactive

Market segment by regions, regional analysis covers

North America (United States, Canada and Mexico)

Europe (Germany, France, UK, Russia, Italy and Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia and Rest of Asia-Pacific)

South America (Brazil, Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Passenger Management Software product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Passenger Management Software, with revenue, gross margin, and global market share of Passenger Management Software from 2021 to 2026.

Chapter 3, the Passenger Management Software competitive situation, revenue, and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and by Application, with consumption value and growth rate by Type, by Application, from 2021 to 2032.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2021 to 2026. and Passenger Management Software market forecast, by regions, by Type and by Application, with consumption value, from 2027 to 2032.

Chapter 11, market dynamics, drivers, restraints, trends, Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Passenger Management Software.

Chapter 13, to describe Passenger Management Software research findings and conclusion.

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