

Ink Innovation

fast facts

Making travel effortless through reliable, scalable and modular technology

About Ink

Ink Innovation is a travel technology company working with airlines, airports and ground handlers to improve service delivery and passenger operations.

Started in aviation in 2003, Ink has grown from developing a web-based departure control system into a modular platform used across six continents.

Its modular, cloud-native, AI-powered platform spans passenger services, airport operations and data exchange — from check-in, boarding and baggage to disaster recovery, payments, government integrations, and retail. With native IATA ONE Order and NDC support and 100+ integrations, Ink is trusted by carriers and airports worldwide. Customers include Copenhagen Airport, JFK Terminal One, Riyadh Air, Jet2, and Menzies Aviation.

At a glance



Founded in **2003**,
reincorporated
in Spain in 2009



Founders: **Shawn Richards**
and **Janet Richards**



Headquartered in **Alicante**,
Spain



Offices in **Spain**, **Colombia**,
Serbia



More than **100 specialists**



Team members across
15 countries

What Ink provides

Service Delivery



Aura - Ink's service delivery platform for airlines, supporting passenger and flight operations across traditional PNR-based environments and IATA ONE Order.

Ink provides modular capabilities including departure control, web check-in, mobile passenger handling, load control, turnaround management and disaster recovery.

300+
Airports
connected

10,000+
Active
platform users

85
Countries
connected

100+
Technology
integrations

Common use

Ink CUPPS, an IATA-certified common-use platform that enables airlines to share airport check-in desks, gates and supporting infrastructure. It can be deployed in cloud, on-premise or hybrid environments.

Self-service and airport technology

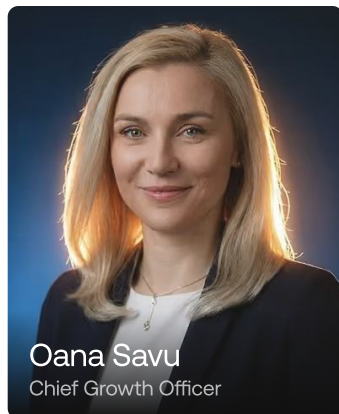
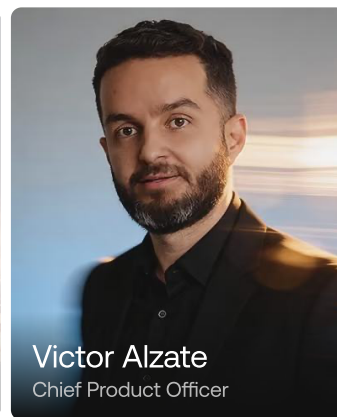
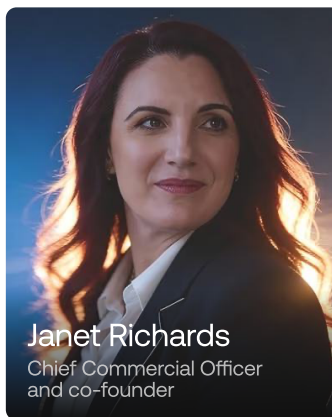
Ink provides technology for passenger self services, including bag-tag printing, automated bag drop.

Integration hub

Ink connects with more than 100 airline, airport, payment, identity, baggage and messaging systems through APIs, webhooks and aviation industry standards.

● Leadership

Ink is a team
of **over 100 specialists**
across 15 locations



● Customers

Selected customers
and projects



● Standards, credentials

Certified, secure,
and independently
verified



IATA Strategic
Partner



IATA-certified
CUPPS provider



ISO 27001 certified



GDPR compliant

● Contacts

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