

Porter Airlines Protects Mobile Apps without Compromising the Customer Experience



Key Benefits



Better Security Posture



Improved Customer Experience



Smooth Implementation

porter

INDUSTRY:

Transportation

HEADQUARTERS:

Toronto, Canada

DIGITAL.AI SOLUTION

Application Security for Mobile and ARM Protection

Highlights

With a commitment to safe and effortless travel, Porter Airlines cares deeply about the security of its mobile apps. That is why the company selected Application Security for Mobile to ensure the integrity of its mobile app—and to create a streamlined development process that would embed security into each new app.

Porter Airlines has strengthened its security posture without disrupting the customer experience. In the process, it delivered something that provides both customers and senior executives peace of mind.

The Challenge

Safeguards without Sacrifices

Porter Airlines was determined to deliver mobile apps that strengthened security while improving the overall customer experience. That meant embedding security features capabilities into the mobile app development process—which in turn meant upgrading its build and post-build processes with more modern and flexible tools. More specifically:

“To ensure the integrity of our mobile app, our focus was on preventing reverse engineering and code tampering,” said Sahan Dewpura, Director of Development and Delivery at Porter Airlines. “Code obfuscation was crucial to mitigate these risks, ensuring our mobile application remained secure and resilient to exploitation. We needed a robust digital signing solution to safeguard against potential security risks while maintaining high user trust.”

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Director of Development and Delivery at Porter Airlines

The Solution

A Unified Solution that Simplified Security Processes

Digital.ai offered Porter Airlines an integrated, flexible solution that delivered on the company’s security requirements while also making its mobile app security processes more embedded and more fluid.

“We needed a more integrated, flexible tool that could align with our CI/CD pipeline” said Mr Dewpura. In selecting an application security provider, Porter had prioritized providers with experience in digital protection, backed by proven results from a broad range of customers in enterprises of all types and sizes—and not just in the airline industry.

“We selected Digital.ai because they provided the flexibility we required, along with a comprehensive approach that simplified our security processes,” said Mr. Dewpura. “Digital.ai delivered a tailored solution that met our exact requirements for improving the security posture of our mobile app, and their approach aligned perfectly with our longer-term security objectives. Features like reverse engineering protection, jailbreak resistance, and code obfuscation were critical to enhancing our security posture.”

With Application Security for Mobile, Porter was able to obfuscate its source code, making it harder for threat actors to read and exploit Porter's mobile apps. With automated reporting and alert mechanisms, Application Security showed the DevSecOps team whether, when, and where their apps were being run in a compromised or unsafe environment.

The onboarding and implementation phases went quickly and smoothly, according to Mr. Dewpura. "Our team collaborated closely with Digital.ai to craft the security strategy we needed," he said. "We implemented a secure process and were able to ensure our mobile app's security quickly."

The implementation was comprehensive and transparent, according to Mr. Dewpura. "We gained a deep understanding of how the security measures worked, and we avoided the 'black box effect' that some tools can create," he said.

The Result

Security that Builds Trust and Loyalty

Today, Porter Airlines can offer its customers access to secure mobile apps. "Our customers can manage their travel needs directly without the need to contact support," said Mr. Dewpura, "and with the help of Digital.ai Application Security, we deliver secure, updated features more quickly and efficiently."

Equally important, Porter has created a fast and fluid development process for new mobile apps—one that embeds security in the build and post-build phases.

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"With every new release, our applications are digitally signed with Digital.ai, ensuring end-to-end security as part of our CI/CD pipeline," said Mr. Dewpura.

"Our security posture has significantly improved," he said. "In penetration tests, our applications consistently pass, demonstrating our strong defenses. Digital.ai provides frequent product updates and enhancements, and through ongoing consultations, we continuously explore new opportunities to enhance security, particularly as we update and modernize our technology stack."

The net benefit: stronger security without compromising the customer experience. "Digital.ai has provided us with peace of mind from knowing our applications are secure, which allows us to focus on delivering the best experience for our customers without compromising safety," Mr. Dewpura concluded.



About Porter Airlines

Porter Airlines delivers a unique blend of style, care, and charm focused on providing an elevated economy experience for all travellers. This includes complimentary beer and wine served in glassware for all passengers, premium snacks, fast and free WiFi on its E195-E2 fleet, and fresh, healthy meals on longer flights. Headquartered in Toronto, Porter is rapidly expanding across North America with an extensive network of flights to over 35 destinations in the US and Canada. Its team of 4,000 and counting currently services more than 5 million passengers annually with 70+ aircraft.

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About Digital.ai

Digital.ai is an industry-leading technology company dedicated to helping Global 5000 enterprises achieve digital transformation goals. We enable technology-driven enterprises to accelerate digital transformation by unifying, securing, and generating predictive insights across the software delivery and development lifecycle.

Additional information about Digital.ai can be found at digital.ai/ and on [X](#), [LinkedIn](#), and [YouTube](#).

Learn more at [Digital.ai](https://digital.ai)