



Crew Management Helpdesk

A comprehensive service offering for Travel industry, enabling efficient crew scheduling, travel administration & payroll processing.

Managing Crew Operations

Crew management is a business-critical function that impacts operational costs, crew performance and customer experience in equal measure. Managing large crews with a high-degree of structural complexity, while adhering to various regulatory mandates can be a challenging proposition. It is therefore, imperative for travel service providers such as airlines, railways and cruise liners to optimize crew utilization and management.

IGT Crew Management Helpdesk, a domain-focused service offering enhances the operational efficiencies of crew members by streamlining their day-to-day operations. It simplifies many time-consuming and complex operations such as crew scheduling, administrative management and payroll processing which depend on varied factors including staff seniority, aircraft holding times, lingual expertise and irregular operations. The resultant efficiency helps airlines reduce costs and streamline operations.

IGT Crew Management Helpdesk delivers measurable business benefits to a leading global airline

- Ensured Zero Scheduling errors, **100% compliance** of back office transactions
- **20% increase** in flight attendants CSAT scores
- **100% on-time** and accurate payroll processing
- **95% service level achieved** for all flight attendant calls



Enabling compliance to FAA regulations, labor agreements and organization policies.

Crew Management Services



Crew Scheduling

IGT helps travel service providers with crew planning, resourcing, schedule changes and leave management. IGT Automated Schedule Changer enables the crew helpdesk to process schedule changes and queues automatically, resulting in error-free reports and dashboards.



HR Shared Services

IGT Crew Management Helpdesk manages various administrative processes pertaining to crew management to ensure job satisfaction and enhance crew efficiency. The services include joining and exit formalities, voluntary furloughs, and employment verification. Additionally, day-to-day operations such as visa application handling and complaints handling are also managed by the helpdesk.



IGT Payroll & Auditing services provide the crew with an easy access to their statement of earnings, helps them file their reimbursements easily, conduct line audits, and file premiums for irregular operations. The in-house developed bonus system integrates with payroll, feedback, and scheduling systems to enable improved performance management and reduced crew pay errors.



Dashboards & Reporting

IGT provides a host of analytical tools to monitor all types of back-office queues, streamline crew audit and reporting procedures, and track crew productivity.

IGT back-office processing tools help maintain crew process entries and generate productivity reports, while Crew Timesheet Tracking System, an ILO180 compliant system helps track the crew work schedule.

**LEVERAGING ADVANCED
AUTOMATION FRAMEWORKS**

Why IGT?

IGT Solutions is a leading IT, BPM and Digital solutions and services provider committed to deliver innovation and business excellence across the entire spectrum of Travel, Transportation and Hospitality domain.

Managing highly differentiated customer experience for leading 70+ travel brands.

Over 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery.

IGT employs more than 11,000 travel professionals in 5 continent, has 15 state-of-the-art delivery centers, and worldwide operational presence.



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