

Irregular Operations (IROPS) Support Services

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CLIENT

A leading **European Airline** having **200** aircrafts flying to **225** destinations worldwide

Challenges

- Timely rebooking, reissuance and revalidation of tickets for cancelled flights
- Meeting TAT for all rebooked passenger notifications
- Revenue loss due to ad-hoc bookings
- High DSAT

Manage rebooking for over
700 Cancelled Flights
per month

Resolution

- Introduced a Central Rebooking Unit to streamline the rebooking process and queue management
- Created a priority matrix along with the client to control the revenue leakage
- Applied an automated tool to analyze revenue leaking sectors
- Created a notification unit to inform passengers about cancellation/delays or any flight change
- Undertook inventory management and made changes in reservations according to planned or ad-hoc change in inventory
- Offloaded and rebooked passengers through Departure Control System (DCS) in case of a flight cancellation
- Automation to provide near real time dashboards of reaccommodation status, enabling quicker turn around

Solution Areas

Passenger Management

- › Re-accommodation
- › Schedule Changes
- › Notifications-SMS, Calls, Emails, Social Media
- › Exchanges & Reissuances
- › Downgrade Services
- › Claims

Process Management

- › Revalidations
- › Mishandled Baggage
- › Refunds
- › Seat Management
- › Baggage Recheck-in
- › Visa Assistance

Benefits Achieved



70%

revenue retention by rebooking passengers on priority carriers



99%

TAT achievement for rebooking and re-accommodations



30

passengers rebooked per agent per hour