



Automating Discrepancy Reporting Increases Accuracy by >90% and Delivers a \$210K ROI for Major US Airline



IGT Solutions' automated system, introduced in June 2022, has revolutionized discrepancy reporting - boosting efficiency, accuracy, and operational standards while reducing costs and time.

AT A GLANCE

INDUSTRY

Travel & Leisure / Passenger Air Transportation

THE CLIENT

One of the world's largest airlines operating across the USA and all six inhabited continents.

CHALLENGE

Streamline manual, error-prone data comparison process to enhance efficiency and reduce operational risks.

SOLUTION

Achieved remarkable efficiency and accuracy in operations through automated discrepancy reporting, enhancing client satisfaction and setting industry benchmarks.

RESULTS

- Dramatic decrease in processing time and average handling time (AHT)
- Notable enhancement in accuracy
- Significant return on investment (ROI) realized

Discrepancy reports are essential in commercial flight operations, highlighting differences between expected and actual outcomes in flight schedules, crew assignments, and operational aspects with partner airlines. These reports help identify errors promptly, enabling airlines to correct inaccuracies in flight data such as incorrect flight details. This swift correction process is crucial for maintaining operational efficiency and passenger trust.

Early resolution of discrepancies helps prevent operational disruptions, like delays or cancellations, ensuring travel plans are preserved and reducing passenger stress. Automating these reports reduces human errors, enhances data accuracy, and allows airline staff to focus on strategic tasks, improving operational efficiency and passenger satisfaction by minimizing delays.

Effective communication through these reports strengthens relationships with partner airlines, promoting seamless operations and building a trust network for reliable service. Accurate reporting contributes to a better passenger experience by keeping flights on time, providing dependable service, and managing expectations for timely departures and arrivals. Efficiently managing discrepancies and minimizing their impact on passengers builds trust, satisfaction, and brand loyalty. Travelers appreciate airlines that deliver on promises, maintain smooth operations, and ensure a positive travel journey.

Our Client's Flight Operations team is engaged in a labor-intensive, error-prone manual process of comparing data from Partner airlines. This process is not only resource-intensive but also heightens the risk of human error, which can compromise data accuracy leading to operational inefficiencies, potentially impacting flight schedules and overall passenger experience.

MANUAL DATA COMPARISON IS TIME-CONSUMING, ERROR-PRONE, AND DIVERTS FOCUS FROM CORE OPERATIONAL ACTIVITIES

The Flight Operations team spends a significant amount of time, approximately 6-8 hours daily, manually comparing Received and Published data from Partner airlines using the OpenSearch application. This process, aimed at identifying deviations to

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create daily discrepancy reports, is highly time-consuming and repetitive. Additionally, the manual nature of the work introduces a considerable risk of human error, potentially compromising data accuracy. Consequently, this extensive manual effort detracts from the team's ability to focus on core operational activities and downstream processes.

LEVERAGING AUTOMATION TO TRANSFORM FLIGHT OPERATIONS REPORTING WITH BOT TECHNOLOGY

To tackle our Client's challenge, IGT Solutions successfully deployed an integrated automation solution aimed at revolutionizing the flight operations team's manual processes. This comprehensive automation strategy centers around the development of an attended BOT designed to streamline the creation of a "Discrepancy Report" - a critical component previously managed through labor-intensive methods.

Automated Process Overview



The attended BOT swiftly and securely logs users into the OpenSearch application. Once inside, it extracts and analyzes "Published" and "Received" data reports to quickly and accurately identify discrepancies. If deviations are found, the BOT immediately compiles the relevant data into a concise "Discrepancy Report." This report contains essential details like flight number, origin, destination, and travel dates of the mismatched received data, along with insights from partner reports.

Discrepancy Report Generation and Distribution



The "Discrepancy Report" plays a pivotal role in maintaining operational integrity. It is systematically generated daily, specifically for partner flights, enabling a proactive approach to identifying and addressing potential operational issues. Once compiled, the report is directly sent to the initiating user and a predefined Distribution list. This step ensures that all stakeholders are informed and can use the report as a valuable tool for future planning and operations.

Technological Framework and Implementation



Our solution uses UiPath as the foundation for its automation, showcasing its ability to automate processes from start to finish. It includes data extraction and analysis with OpenSearch - Web, and streamlined report distribution via MS Outlook - Windows. This end-to-end approach ensures smooth operations, benefiting from advanced technology partnerships to boost efficiency and scope.

IMPROVING SERVICE RELIABILITY AND PASSENGER SATISFACTION WITH AUTOMATED DISCREPANCY REPORTING ENHANCING EFFICIENCY, MINIMIZING ERRORS, AND CUTTING COSTS

Introduced in June 2022, IGT Solution's automated system has transformed discrepancy reporting, significantly enhancing the client's operational standards. By transitioning from a manual to an automated process, the Client has achieved a remarkable improvement in efficiency and accuracy. This has not only reduced the chance of human error by nearly 95% but also resulted in substantial savings of over 210K in ROI and approximately 6,500 hours since its implementation. Furthermore, the solution has dramatically decreased the average handling time to just 8 minutes, while also achieving a 90% accuracy rate in identifying discrepancies.

This strategic innovation not only sets a new benchmark in flight operations management but also directly benefits passengers by ensuring more reliable and timely services. For the Client, it translates into enhanced operational efficiency, reduced costs, and significantly improved customer satisfaction. Our partnership exemplifies a forward-thinking approach to overcoming operational challenges, marking a significant leap towards operational excellence in the aviation industry.

Consistent Results that Drive Success

~95%

Accuracy of data extraction and population

~90%

Accuracy in highlighting deviations

~6500

Hours saved since Go Live

95%

Average Handling Time

\$210K

Return on Investment

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