

**At the Heart of
Efficient Revenue
Accounting**

**Implementing Integrated Passenger
Revenue Accounting for a Flagship Carrier**

CASE STUDY

Synopsis

Airlines are under extreme pressure to process traffic documents, transform existing business processes, and find reliable partners to stay ahead of competition. The client, a flagship carrier of Kazakhstan, was looking for a reliable partner who could provide a new and enhanced integrated revenue accounting system that could help them to monitor traffic efficiently, reduce revenue leakages, and maximize recovery in a timely manner. NIIT Technologies leveraged their capabilities to meet these objectives and enhance recoveries from the fare audits. As a leading fare audit service provider, we provided a user-friendly solution to the client delivering more value—reducing manual efforts and processing time.

About the Client

Air Astana, the flagship carrier of Kazakhstan, operates scheduled domestic and international services to 64 destinations. The airline carries more than 3.24 million passengers per year and employs over 4000 employees. It has a fleet of 30 aircrafts, and expects to expand it to 34 by end of 2016, and 43 by end of 2020.

Business Challenge

The global airline industry has become extremely competitive. Carriers need systems that can help them reduce manual efforts and processing time, and improve efficiencies while enhancing customer experience.

The client realized that their team was spending a lot of effort on proration with no ability to issue Agency Debit Memos (ADMs) through the existing system. In addition, the current system had no way to load fare data, perform fare and tax audits, and automatically enter flight schedules. In 2009, the client's management team took a strategic decision to increase their revenue and traffic capabilities, and change existing revenue accounting system.

The client chose NIIT Technologies as a strategic partner for their passenger revenue accounting systems, based on our successful change management practices, transformational capabilities, proven expertise, and experience in implementing revenue accounting systems for various clients.

Our Solution

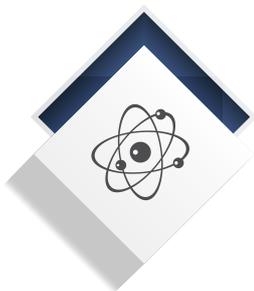
NIIT Technologies was chosen as the fare audit service provider to implement MonaLisa, the user-friendly revenue accounting system. MonaLisa supported sales data management and processing, carried out fare and sales audits, and performed sales-based and fully automated sales proration. The solution also offered the ability to issue Agency Debit Memos (ADMs) and Agency Credit Memos (ACMs) through the revenue accounting system. It provided an interface with

the Bill Settlement Plan (BSP) for bulk file uploading, ticket history and difference capability, and integration with General Ledger and UTR (Unearned Transportation Revenue) history. Some of the salient features of the solution included:

- ◆ Modular, scalable, and integrated solution to expand operations
- ◆ Simple and easy-to-use system with comprehensive revenue accounting functionalities
- ◆ Comprehensive reporting tool
- ◆ Customized General Ledger interface

Delivering More Value

- ◆ **More Responsiveness:** We customized reports for the client, providing them data in real-time.
- ◆ **More Exactitude:** NIIT Technologies' fare audit services minimized the risk of revenue losses and delay in data processing. Our team of experts ensured better revenue flow for the client due to accurate billing and verification.
- ◆ **More Efficiency:** The efficiency of the staff increased and the airline was able to improve workflow processing, streamlining the functioning of various departments.



The NIIT Technologies Advantage

NIIT Technologies' operational excellence ensured flawless, transparent, and risk-free implementation of the revenue accounting system. After successful implementation, the client was able to better handle the revenue accounting activities, resulting in reduced revenue leakages.

Customer Testimonial

NIIT Technologies' operational excellence ensured flawless, transparent, and risk-free implementation of the revenue accounting system. After successful implementation, the client was able to better handle the revenue accounting activities, resulting in reduced revenue leakages.

Relations with partners are based on trust, attentiveness, friendliness, and mutual assistance.

We are happy to have such a partner and hope for further fruitful cooperation.

Assel Temirzhanova

Air Astana

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