At the Heart of Seamless Customer Service

Transforming Revenue Accounting Functions for a German Leisure Airline

CASE STUDY

Synopsis

The need to lower the cost of operations and create a differentiated customer experience in a competitive environment requires the capabilities of a technology vendor who can deliver value. NIIT Technologies with its flexible passenger revenue accounting function is at the heart of delivering value. Our MonaLisa passenger revenue accounting solution ensured that the client, a German leisure airline, was fully compliant with all the necessary airline business standards (interfaces with SIS, BSP, TKP, ARC, ATPCO, AIA etc.). We also provided complete BPS services required for end-to-end processing of client's data including fare, sales, and interline audit.

About the Client

Condor, a German leisure airline based in Frankfurt, operates scheduled flights to leisure destinations in the Mediterranean, Asia, Africa, North America, South America, and the Caribbean. The airline is Germany's third largest commercial airline based on fleet size and passengers flown.

Business Challenge

With growing competition, tight margins, high cost, and elastic demand in the airline industry, Condor realized that transformational initiatives were essential to improving the quality of customer service. They decided to streamline their revenue accounting functions while at the same time maintain the existing SLAs. The client faced the following key challenges before the implementation of MonaLisa:

- Insufficient availability of detailed interline and fare audit reports
- Lack of an automatic interface to the accounting system
- Difficulty in managing history of coupons
- Efforts to save costs

In short, the client wanted to fine-tune its IT outsourcing strategy to build a robust and highly scalable revenue accounting function.

The airline, therefore, looked for a partner who could help it achieve a transformational plan while lowering the totat cost of operations. NIIT Technologies' proven track record with other leading global airlines made them a logical choice for this partnership.

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Business Solution

In order to comply with complex industry business rules and requirements, the client chose state-of-art passenger revenue accounting (PRA) application—Monalisa—provided by NIIT Technologies. The MonaLisa system and the experienced, knowledgeable team provided by NIIT Technologies helped them meet their future business needs. The team provided ongoing support to the airline in various areas of business including challenging transition periods when the airline was migrating from internal reservation system to their main GDS platform.

MonaLisa provided built-in interface with the client's SAP financial system, thus enabling automatic export of the financial accounting data to their general ledger with minimal effort from the client. Some of the salient features of the application included:

◆ Customized system features for the fare audit process with integrated billing memo proposal and Agency Debit Memo (ADM) dispute modules with exceptions, flight cancellations, and time change handling through the waiver module

◆ Automated general ledger interface for all types of transactions according to the specification of accounts provided by the airline

◆ Interface with alliance partners and other third-party providers

◆ Customer service orientation through stringent SLA management

◆ Repository of reports—over 200 Management Information System (MIS), tax, and other standard or airline-specific reports

Delivering More Value

◆ More Strategic: The Monalisa system generated customized and flexible reports to help client's management team during strategic planning.

◆ More Responsive: The client was able to implement requested system enhancements faster.

◆ More Revenue: We were successful in improving cash flows through the detection of unrealized revenue. Improvement in ROI and reduction of risks were driven by our in-depth experience.

◆ More Satisfaction: We helped the client minimize revenue leakage. Outsourcing helped the airline use crucial time for their core operations, helping them reduce turnaround time of their services. We also reduced their employee training, retention, and turnover issues.

◆ More Efficiency: Effectiveness of process and solution provided to the client helped improve their overall efficiency.

◆ More Compliance: We assured regulatory compliance through information transparency to the client.
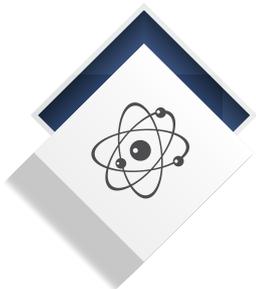
The NIIT Technologies Advantage

NIIT Technologies' integrated IT and BPO solution expertise, state-of-the-art infrastructure, robust and secure network architecture, and strong management focus helped the client provide seamless customer service, and consistently achieve and exceed SLA targets.

Customer Testimonial

"We are relying on MonaLisa and the NIIT Technologies full BPS services since June 2014. NIIT Technologies is a well experienced, flexible, and reliable partner which supports our constant efforts to analyze our business and to optimize our processes. Consequently MonaLisa and NIIT Technologies contribute to ensure highest standards and competitiveness in our IATA and Interline Revenue Accounting. Especially the contact to the local NIIT Technologies team in Nuremberg with their tremendous expertise is an important part of our successful relationship."

Florian Brunner
Head of Seat Only & Interline Accounting

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