

Air Traffic Authority Reduces Airline Data Processing Time by 95% with Direction recommended Microsoft C#.Net Solution



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The Client

This Company was created over 70 years ago by a group of airline companies as a global trade organization for the air transport industry. With operations spread across 53 countries, they today represents about 260 airlines from around the world which account for 83% of the scheduled air traffic. With a core vision to represent, lead and serve the airline industry, they continuously strives to simplify processes, enhance passenger convenience, reduce costs and augment efficiency.

Streamlining massive operations

Taking into account the sheer size of the operations that they manage, they were in need of a reliable and robust system that would help them reconcile all their electronic communications and other documents. It became imperative for the company to weed out the bottlenecks in order to achieve greater efficiency in their operations.

Here's a bird eye view of the challenges faced by the firm:

Slow reconciliation of information:

With thousands of emails and spreadsheets to track every day, their dependency on the slow FoxPro application grew and the process of reconciliation became a time-consuming affair.

Lack of automation:

With little room for automation, data management processes got cumbersome. Manual intervention was required at every stage. The NACH Mandate registration process was handled on paper, making it extremely time-consuming, prone to errors and this led to loss of mandates.

Unorganized agent payout systems:

Due to absence of automation, the default Agent payout process was not handled by any system. This made it difficult for them to track and maintain records of the payments. Reconciliation became all the more challenging since only records for the payments received by them were trackable.

Executive Summary

Client

With operations spread across 53 countries, they, today represents about 260 airlines from around the world which account for 83% of the scheduled air traffic.

Industry

Airline

The Challenge

Lack of reliable and robust system that would help them reconcile all their electronic communications and other documents.

The Solution

Direction recommended the Microsoft C#.Net Solution which helped them regain control of its information with effective reconciliation solutions.

The Benefits

- Reduction of processing and reporting time by 95% compared to the older system
- Quick and easy processing of billing and payout information
- 360-degree automation

The Solution: How Direction Aided them to Regain Control of its Information with Effective Reconciliation Solutions

They were in urgent need for a centralized application that helps reconcile the different parties such as airline companies themselves and travel agents, who are involved in airline ticket booking. Direction recommended the Microsoft C#.Net Solution which helped the client, achieve just this. With this solution, the client was able to efficiently reconcile and report payouts, facilitate default agent payouts, register agents at IATA agents, define processes related to agents and airline companies, efficiently pursue NACH Mandate registration and ensure online agent remittance.

Reliable and Easy to Use:

Direction worked closely with them to understand their current and future needs and recommended the Microsoft C#.Net Solution to create a click and options-based solution. This solution was completely parameterized for different countries based on the reconciliation and payout types.

Comprehensive Reporting and Reconciliation System:

With a Citrix Based Desktop Application in MS .Net (C#) / Oracle 10g, they were now able to get comprehensive information on billing done by different airlines for their respective agents. The system also allowed easier processing of payouts based on pre-set parameters and made management of default agent payouts easy.

Development of an Online Remittance System:

With the new Asp.Net/Oracle 10g based system, the agent can now directly enter remittance amount details. Furthermore, deposit slips can be printed on spot and payment confirmation at the end of IATA is made available online, real time.

Efficient NACH Mandate Registration:

Different parties such as the Bank and IATA could efficiently confirm registrations and they now had access to comprehensive MIS reports for all the parties involved.

The Resulting Benefits

By partnering with the Direction expertise, they were able to reap a lot of benefits from the new system. Here's a closer look at the same:

- Quick and easy processing of billing and payout information through automated payout file creations and emails across various entities and bank file uploads.
- The availability of an integrated system that worked across multiple countries by setting relevant parameters such as currencies, agent categories, settlement types and ID types in masters.
- Reduction of processing and reporting time by 95% compared to the older system.
- Integrated IBM based ISIS system and 360-degree automation including NACH Mandate Registration processes.
- Agents can now enter their remittance online and receive slips on the spot. In case the agent is not able to get the deposit slip, the system made available an IATA to provide the slip.

About Direction

As a software service firm that specializes in the development and implementation high end software development services and internet strategies, Direction brings significant expertise on a wide range of frameworks.

The team at Direction is consistently updating themselves with the latest open source and enterprise frameworks with an aim to provide clients with nothing but the best solutions for their current and future needs.