

Baggage Claim Digitization



IGT's Baggage Claim Digitization framework is an end-to-end process automation that streamlines the complete baggage claim filing process.

It uses customizable components and a responsive user-friendly web-based interface that helps passengers file their lost baggage complaint and track its status online. It helps in reducing baggage tracking and delivery time.

Features

Passenger Interface

- Digitization of email-based form and online submission
- Intuitive form with visual cues and context sensitive help
- Multi-lingual and multi-currency support
- Uploading of supporting documents
- Status update notifications

Admin Interface

- View claim information and status
- Manage rules, configurations and master data
- Manage user roles and accesses
- View reports and dashboards

Other Components

- Data migration
- Security of data at rest through encryption of user-data & password and separately stored configurations
- Security of data in motion through encryption and tokenization of data in transit and SSL-based client-server communication

Key Benefits

Secure

Application architecture ensures security of application data through compression, encryption and implementation of SSL on all critical webpages

Flexible Deployment

Framework can be configured to support both cloud-based or on-premises deployment

Advanced User Experience

Page level validations, visual cues and contextual help ensures submission of correct and complete information

Reduced Time to Market

Ready-made framework with reduced testing cycles and defect count

Scalable

Application architecture is scalable, wherein each tier can scale horizontally to provide a better performance

Flexible Pricing Mode

Low upfront cost and faster realization of ROI

Why IGT?

- IGT Solutions is a leading IT, BPM and Digital solutions and services provider committed to deliver innovation and business excellence across the entire spectrum of Travel, Transportation and Hospitality domain
- Managing highly differentiated customer experience for leading 70+ travel brands
- Over 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery
- IGT employs more than 12,500 travel professionals in 5 continent, has 17 state-of-the-art delivery centers, and worldwide operational presence



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