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# Irregular Operations Support (IROPS)

Approx. 70% Revenue Retention Through  
Irregular Operations (IROPS) Support

# Enhance Your Customer Experience Through IROPS Services

## Manage Disruptions With a Passenger-Centric Approach to IROPS

Any last minute flight delays or cancellations due to bad weather or technical glitches have a devastating impact on the aviation industry. These situations force airlines to either shut down operations entirely or reduce capacity which leads to delays and cancellations. Flight crews are displaced from their normal rotations, driving up tremendous pressure on the ground staff to accommodate passengers on alternate flights. These irregular operations hugely impact the airline revenue and cost the airlines 5% revenue loss.

IGT Solutions (IGT) offers a unified solution for managing disruptions ranging from handling all customer queries to enabling seamless rebooking and managing back-office paper work. Utilizing proven methodologies and industry best practices, IGT helps airlines to retain revenue, enhance customer satisfaction, maintain seamless communications and drive operational efficiencies. IGT also provides 24/7 support in non-voice channels such as web, mobile and social to specifically target omni-channel requirements of the connected customer.

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USD

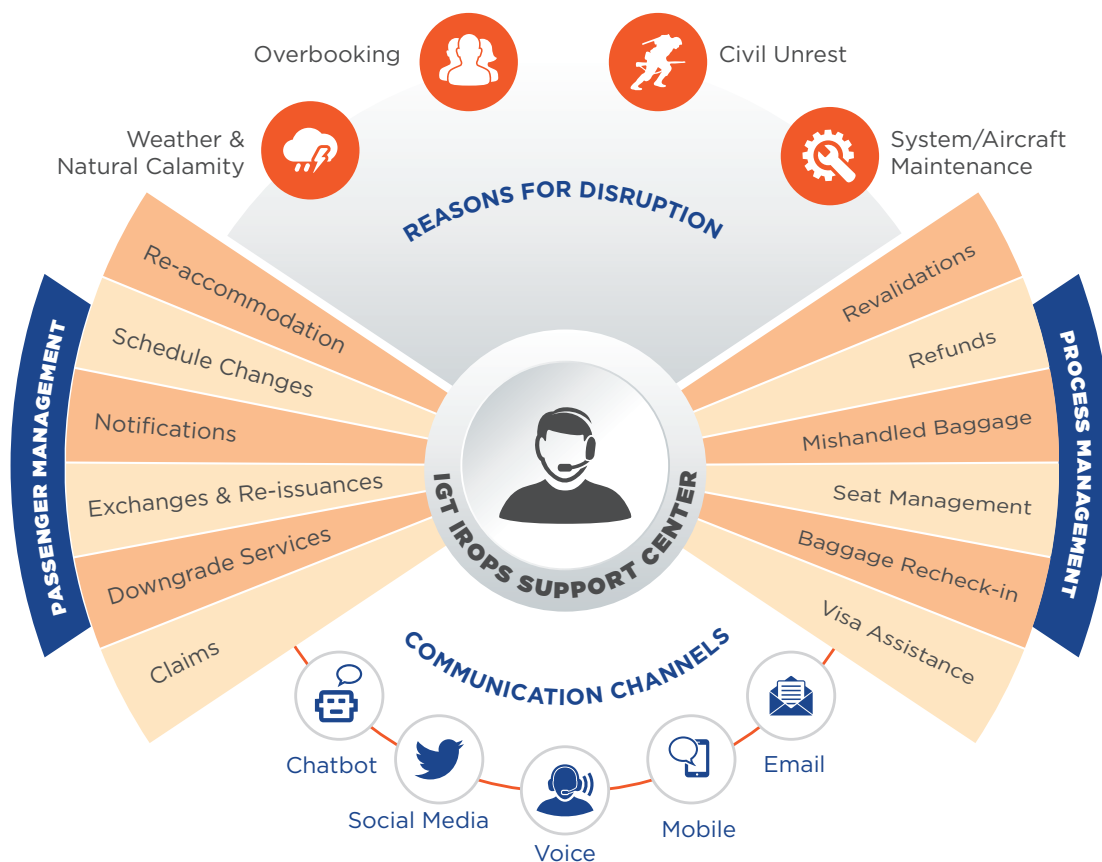
**60 Billion\***

in revenue is lost by airlines globally as a cost of irregular operations

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**IROPS is an opportunity for airlines to build customer loyalty and market share by managing disrupted travel better than competitors.**

# Scheduled & Unscheduled Disruptions



**70%**  
revenue retained annually  
for a leading European carrier

Handling over  
**2,000**  
cancelled flights a month

Rebook over  
**30**  
passengers per agent per hour

**7**  
leading airlines leverage  
IGT IROPS services

## 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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