

Automated Baggage Coding Solution

Powered by AI/ML and Intelligent Automation to
Reduce Baggage Mishandling



Over the years, aviation industry has seen an accelerated growth of passengers flying and a corresponding increase in the number of baggage to be managed.

Lost or mishandled luggage is a major reason of customer dissatisfaction. Airlines not only incur high operational cost but also loose brand reputation and customer loyalty.



25 million
bags go astray every
year costing around
\$2.4 billion
to airlines.



Leveraging its deep travel domain knowledge and technical expertise, IGT Solutions has built an automated and AI/ML powered **Baggage Coding Solution** for airlines to track the lost baggage and detect the weak points in the system by analyzing lost luggage patterns.

Robotic Process Automation (RPA) and AI powered solution is deployed to traverse across various internal systems in the airline infrastructure, acquiring multiple data sets and completing preliminary analysis & interpretation of data.

Machine Learning algorithms in the solution drive in-depth analysis of each lost baggage, drawing patterns, addressing the weak points, and assigning responsibilities to the station or carrier. These algorithms are continuously refined by giving feedback to the system.

Benefits

- Improved efficiency in baggage handling process
- Reduced human error
- Reduction in overall lost baggage appeals
- Significant cost reduction associated with lost baggage cases
- Improved travel experience and hence satisfaction amongst travellers

Why IGT Solutions?

- IGT Solutions is a leading **IT, BPM and Digital** solutions and services provider committed to deliver innovation and business excellence across the Travel and Hospitality industry.
- Managing highly differentiated customer experience for leading **75+** travel brands.
- Over **20 years** of travel domain-led solution development experience, enabling end-to-end solution delivery.
- Employs more than **13,500** travel professionals in 5 continent, has **19** state-of-the-art delivery centers, and worldwide operational presence



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