

Air Cargo Support Services

To Achieve Process Efficiencies
and Accelerated Growth





Enhance your customer centricity,
achieve higher operational efficiency
and generate new revenue
opportunities!

The Air Cargo industry is a complex operation comprising of transportation, inventory, warehousing, material handling, packaging, security and customer services. In an ever-changing global economy where fortunes are impacted by fuel price, belly hold capacity, advent of e-commerce and just-in-time requirement of customers, the need to maintain cost-effectiveness add to the complexity of the ecosystem. The sheer scale of operations make it imperative to process large volumes of transactions real-time to gain visibility across the supply chain, improve strategic decision making and deliver efficient customer service.

IGT Solutions provides comprehensive Business Process Management (BPM), IT and Digital solutions and services to the Air Cargo industry. Leveraging on strong Automation and Analytics expertise, IGT's BPO services effectively address key areas of cost reduction, efficiency in customer service and effective risk management.

IGT AIR CARGO SUPPORT SERVICES



Customer Support

Cargo Bookings
Tariffs & Rate Helpdesk
Cargo Customer Care
Pet Shipment Layover Support



Core Air Cargo

AWB Creation & Acceptance
Cargo Schedules & Availability
Cargo Claims Processing
Freight Invoice Audit



Finance & Accounting

Accounts Receivable
Accounts Payable
Credit & Collection
MIS Reports & Analytics

Supported by



AUTOMATION



ANALYTICS



- AWB Processing
 - Terminal Charges
 - Warehouse Operations System (WOS) Reconciliation
 - Shipment Tracking
 - LTL Management
 - Regulated Agent List Reconciliation
 - Inventory Management
 - Load and Rate Look-ups
 - Invoicing and Credit Collection
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- Cargo Sales & Cost Analytics
 - Planning and Schedule Analytics
 - Cargo Flight Operations Analytics
 - Cargo Flight Turn Over Analytics Using Computer Vision

IGT Solutions is the world's leading IT, BPM and Digital Solutions and Services across the entire spectrum of Travel, Transportation and Hospitality domain. With 20+ year experience, IGT manages 75+ leading travel brands, employs 13,500 travel professionals, has 19 state-of-the-art delivery centres, and has operational presence in 5 continents.