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iCOMP

Airline Passenger
Compensation Management

Irregular Operations or IROPS is an inevitable part of the aviation industry ever since its inception. Last-minute flight disruptions lead to a substantial negative impact on airlines bottom line and poor passenger satisfaction.

The experience is exacerbated due to lack of real-time communication, incapacity to arrange alternate accommodation and inadequate compensation.

iCOMP

iCOMP is a comprehensive digital solution that can easily be integrated with the existing IT environment of an airline. It seamlessly integrates with different airline systems like GDS, Accounting and Reconciliation, Baggage Management, Third Party Vendor Systems, Airport Kiosks providing 360-view of the customer.

The solution will help airlines disruption management teams handle IROP situations efficiently. Stranded passengers can see travel vouchers, Avios points, book cabs and hotels, or get meal vouchers on a single platform. At the same time, customer support agents can use it to address real-time complaints and view and book available compensation options to the passenger.

Unique Value Proposition



Unified Customer Experience

One Experience for all types of disruption options.



Integrated Platform

Integration with Hotel Accommodation/Transfers/ Refreshment voucher/Avios Points platforms



Customer Self Service Portal

Save effort in servicing your customer by using self-service portals with configurable rule engines.

IGT's Airline Passenger Compensation Management solution (iCOMP) empowers the airlines to transform flight disruptions from a financial and logistics liability into an opportunity to build stronger customer loyalty and generate additional revenues.

Features



Digitization of airport compensation through a branded & customized rule-based platform

Real-time self-serve capability across multiple channels resulting in improved CX & cost reduction

Seamless service delivery across all facets including L1, L2, L3 & exception handling support

Open architecture system with ease of integration with ecosystem & third party vendor systems.

Real-time operational reporting and analytics

iCOMP Solution Architecture

iCOMP is a complete solution of integrated components that will help airlines provide immediate compensation to IROPS impacted passengers, thus protecting revenue and brand loyalty.

IGT deploys its proprietary platforms that form the building blocks of this solution.

iQD

- Automated PNR processing & distribution
- Custom algorithm for task prioritization
- Integration with multiple GDS

iCX

- CRM application for CX & Case management
- Fully integrated with CRS and loyalty platform
- In-built omnichannel agent interface

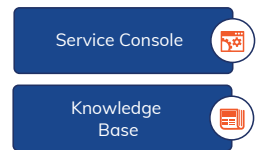
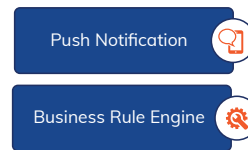
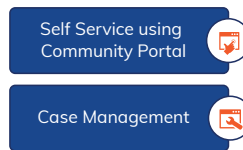
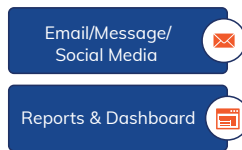
eHotels

- Hotel contract supplier, agent and client management
- Managing hotel inventory and rates
- Ability to manage seasonality and booking policies

Touch points (Customer & Agents)



Business Layer



INTEGRATION LAYER (ESB)

Integrations

Supplier Systems

- Meal Refreshment Voucher
- Compensation Card
- Transportation
- 3rd Party Brokerage Partner
- Hotel

IGT's Proprietary Platforms

- eHotels
- iCX
- iQD

Existing Partner Systems

- GDS
- CRM
- Data Platform
- Accounting & Reconciliation
- Third Party Vendor Systems
- Airport Kiosks

Benefits

- Reduction in DSAT
- Touch-less Transactions
- Efficient Disruption Management
- Retain Brand Loyalty
- Reduced Effort for Airport Staff
- Ancillary Revenue Opportunity



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 75+ travel brands.

Over 20 years of travel domain-led solution development experience, enabling end-to-end solution delivery.

IGT 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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