

Audit Analytics Solution for leading Airlines





Reduce revenue leakage due to fraudulent behavior by agents within/ across GDS (Global Distribution System)



Build a process for Incentivizing Agents



OUR SOLUTION



Intelligent Air Audit Solution that integrates multiple data sources (BIDT, Flight Information, GDS cost file, etc) and identifies fraudulent behaviors



Predictive and descriptive analytics (R/ SAS) using Sabre, Galileo, Travelport and Worldspan GDS data sources



Delivers **40+**Audit and
Analytics reports
on periodic
refresh of data



BUSINESS IMPACT



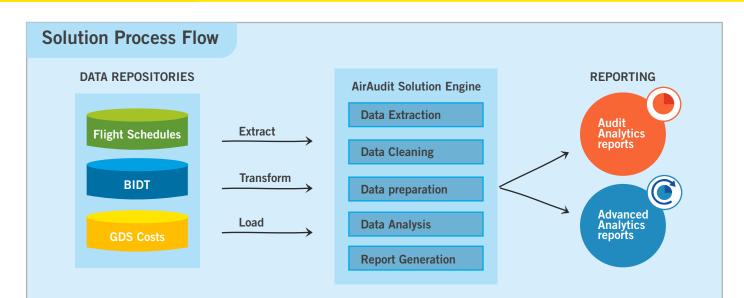
Identified revenue leakage and fraudulent behavior of ticketing practices to the tune of \$100-150K per month



Improved Agent performance and agent acquisition strategy



Pay per performance pricing model resulting in ROI





- Inactive Bookings
- Duplicate Bookings
- Churn Bookings
- Fictitious Bookings
- Invalid Class/ Flight/ City Pairs
- Invoice match analysis



- Agent wise performance analysis
- GDS cost and performance
- Region wise performance
- Seasonality trends
- Code share flight performance



About Happiest Minds Technologie

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, Al & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/

Headquartered in Bangalore, India Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

