happiest minds
The Mindful IT Company
Born Digital . Born Agile

Audit Analytics Solution for leading Airlines

BUSINESS REQUIREMENT

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

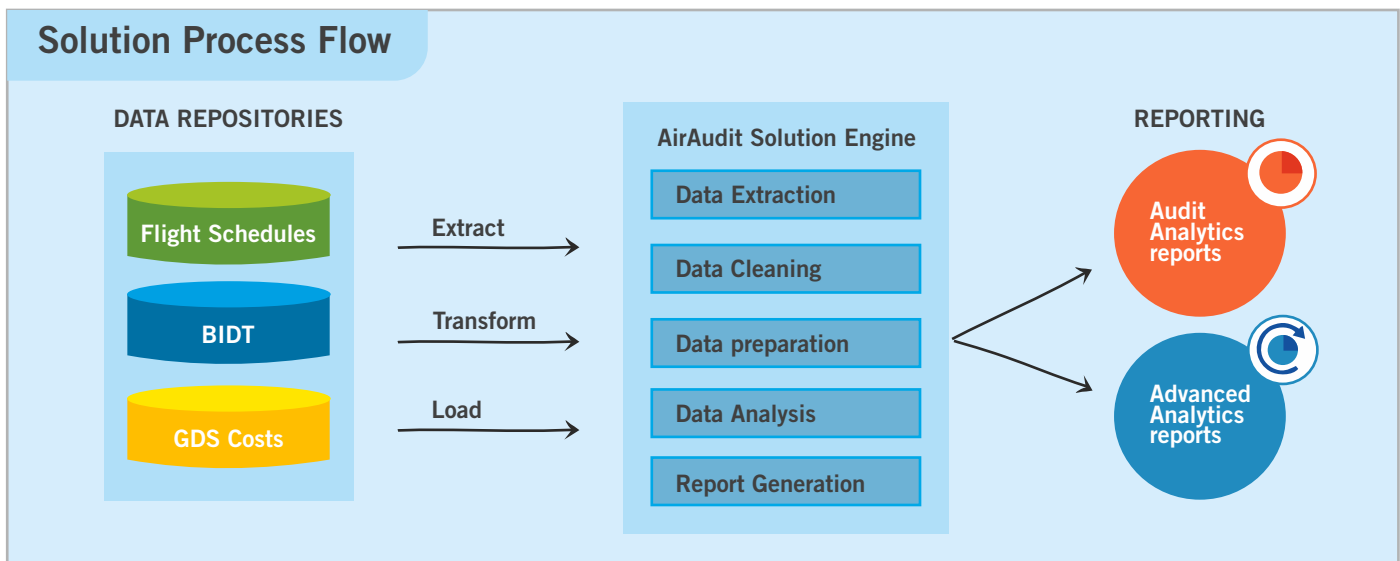Delivers **40+** Audit and Analytics reports on periodic refresh of data

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

Solution Process Flow

DATA REPOSITORIES

- Flight Schedules
- BIDT
- GDS Costs

Extract

Transform

Load

AirAudit Solution Engine

- Data Extraction
- Data Cleaning
- Data preparation
- Data Analysis
- Report Generation

REPORTING

Audit Analytics reports

Advanced Analytics reports

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

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

happiest minds
The Mindful IT Company
Born Digital . Born Agile