

Prevent Leakage and Improve Revenue Performance with WNS



Costing nearly US\$16 Billion a year, revenue leakage threatens the very survival of airlines worldwide. Revenue leakage is the result of inefficient processes unable to cope with:

- Fare violations
- Booking and ticketing irregularities
- Complex rules
- Ever-changing fare and tax structures
- Large volume passenger sales, exchanges and refunds

The key imperative for all airlines is to address revenue dilution by smarter identification of key problem areas, recovery of lost revenue and implementation of better process controls.

WNS Solution: Enhanced Revenue Process Controls and Protection

WNS provides a comprehensive and scalable solution, which recovers valuable lost revenue, monitors compliance and identifies process weaknesses. Verifare™, the WNS revenue recovery solution, offers comprehensive audit options to meet your needs and safeguard your revenue. The key features of Verifare™ are:

- A highly automated Web-based service
- An extensive audit of your airline's fares, sales and usage data
- Pre-defined rules and logic through proven auditing methodologies and techniques
- Identification of discrepancies throughout the revenue lifecycle
- A comprehensive ticketing database with industry standard data sources and airline data
- Real-time comprehensive management information on revenue leakage by region, country, agency and reason
- Billing options via industry bodies or tailored to airlines' requirements
- Dispute resolution functionality

The WNS Advantage

Verifare™ is globally recognized as an innovative, flexible and reliable solution for strategic revenue recovery initiatives. In addition to being a preferred vendor to Star Alliance, WNS's Revenue Recovery solution currently services over 10 U.S. and global airlines, including four of the top 10 global players in the airline industry. Key benefits are:

- A contingency fee-based model; no recovery, no cost
- Data Management of large volumes of transactions
- Access to state-of-the-art technology and a fully managed solution customized to your needs
- 360-degree audit across the revenue lifecycle
- Improved cash flow through efficient revenue auditing, recovery and future protection
- Real-time information management enabling timely identification and control of ineffective processes
- Better financial performance with enhanced revenue process controls
- Improved management of agency performance and compliance
- Reduced cost of revenue recovery through the WNS global delivery network
- Access to the WNS-certified team of professionals with deep travel industry knowledge

The WNS Revenue Recovery group has unrivalled airline experience and prides itself on being able to understand the perspective of the airlines we work with. We strongly believe in a partnership approach to help our clients achieve their revenue recovery and revenue protection goals.

About WNS

WNS is a leading global business process solutions company. WNS offers business value to 200+ global clients by combining operational excellence with deep domain expertise in key industry verticals, including Travel, Insurance, Banking and Financial Services, Manufacturing, Retail and Consumer Packaged Goods, Shipping and Logistics, Healthcare and Utilities.

WNS delivers an entire spectrum of business process outsourcing services such as finance and accounting, customer care, technology solutions, research and analytics and industry-specific back-office and front-office processes. WNS has delivery centers world-wide, including Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, UK and US.