



# CHANGE THE WAY YOU MANAGE FLIGHT DISRUPTION

ENHANCE PASSENGER EXPERIENCE | MINIMIZE LOSSES

# THE MATH OF DISRUPTION LOSSES

AN AIRLINE LOSES  
APPROXIMATELY USD 1 MILLION  
FOR EVERY 4 LONG HAUL DELAYS  
EXCEEDING 4 HOURS WITH AN  
AVERAGE PASSENGER LOAD OF 300

*Source: WNS' analysis of EU routes.*

# The Headwinds of Disruption

Flight disruptions are the biggest cause of inconvenience and dissatisfaction for air travelers. For airlines, disruptions mean operational nightmares, reduced margins, and erosion in brand equity and passenger loyalty.

As per estimates, the average annual direct cost of disruptions to US airlines is USD 7.2 Billion. For passengers, the cost is pegged at USD 16.3 Billion.

Despite such colossal losses, both in terms of money and brand equity, most airlines do not have a very efficient disruption management system. The existing manual re-booking processes are time-consuming, inefficient, and increase financial losses and passenger dissatisfaction.

## Issues with Current Practices

- Inefficient passenger management
  - Poor collaboration between industry players
  - Poor coordination between the airline and airport
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- Lack of real-time information to passengers
  - Lack of proactive re-booking
  - Limited number of airline staff
  - Less focus on passenger prioritization
  - Objective of passenger's journey not achieved
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- Negative word-of-mouth publicity
  - Negative social media buzz



## Impact



**LOSS OF BUSINESS**



**PASSENGER DISSATISFACTION**



**LOSS OF BRAND EQUITY**

While most disruptions are caused by factors beyond its control, the airline is still answerable to its passengers. How the airline responds to the situation has a big impact on the passenger experience and the airline's reputation.

Till now, the market lacked a solution, which could manage flight disruptions effectively and effortlessly. Not anymore!

# CHANGE THE WAY YOU MANAGE DISRUPTION

RePAX<sup>SM</sup> IS WNS' AUTOMATED,  
ON-DEMAND, PASSENGER  
EXPERIENCE SOLUTION, WHICH  
WILL CHANGE THE WAY AIRLINES  
HANDLE DISRUPTION.



## Flight disruption is a major issue plaguing airlines. It's only logical that the solution is the result of a disruptive innovation!

RePAX<sup>SM</sup> is WNS' proprietary passenger experience solution, which will change the way airlines manage disruption.

This automated, on-demand solution integrates with the airline's reservation system. It pre-empts the domino effect of a flight disruption and manages the situation without breaking a sweat. It informs the passengers and airline authorities about the disruption almost real-time, prioritizes and re-books passengers. RePAX<sup>SM</sup> goes a step beyond and automates hotel bookings for eligible passengers even before they think 'what next?'

RePAX<sup>SM</sup> does all this because of the pre-defined business rules built into it. This means minimum revenue leakages! Reissues, compensation and refunds are also automated to make it an end-to-end product to cater to every need of airlines during disruption.

### Here's How RePAX<sup>SM</sup> Makes it Happen:

- Automated and on-demand: A structured and standardized application for wing-to-wing re-booking at your command
- Instant communication: Sends real-time alerts and updates to passengers, airport staff and social media teams through SMS and e-mail
- Intelligent re-booking: Automatically re-books passengers as per airline rules, including Special Service Requests (SSR). Advanced feature provides flight options to passengers

- Ticketing: The application robotically revalidates or reissues tickets for a seamless travel.
- Refunds: Automatically calculates refunds.
- Hotel booking: Automated booking of hotel accommodation for eligible passengers
- Compensation: Calculates compensation due to customers (for example: EU compensation) and generates reports.
- Compatible: Integrates seamlessly with Global Distribution Systems (GDS) and Passenger Service Systems (PSS)
- Smart reporting: On-tap reporting and MIS capability provides real-time updates and business insights
- Advanced airport module: Provides real-time information to airports on re-booking status and passenger itineraries. Option to e-mail, sms and print meal and lounge vouchers
- Fully customizable: Flexibility to build additional modules to meet business needs

RePAX<sup>SM</sup> Won Gold in the Best New Product or Service of the Year Category at the 2015 International Business Awards<sup>SM</sup> (Stevie Awards)

# Soar High With RePAX<sup>SM</sup>



## ENHANCED PASSENGER SATISFACTION

- Proactive communication to passengers and faster turnaround time increase satisfaction
- Free up ground staff to deliver superior customer service
- Efficient disruption management minimizes negative word-of-mouth and social media buzz



## MINIMUM PASSENGER IMPACT

- Passengers are able to travel to their destination as early as possible
- Passengers with special needs and requests (SSR) are catered to effectively



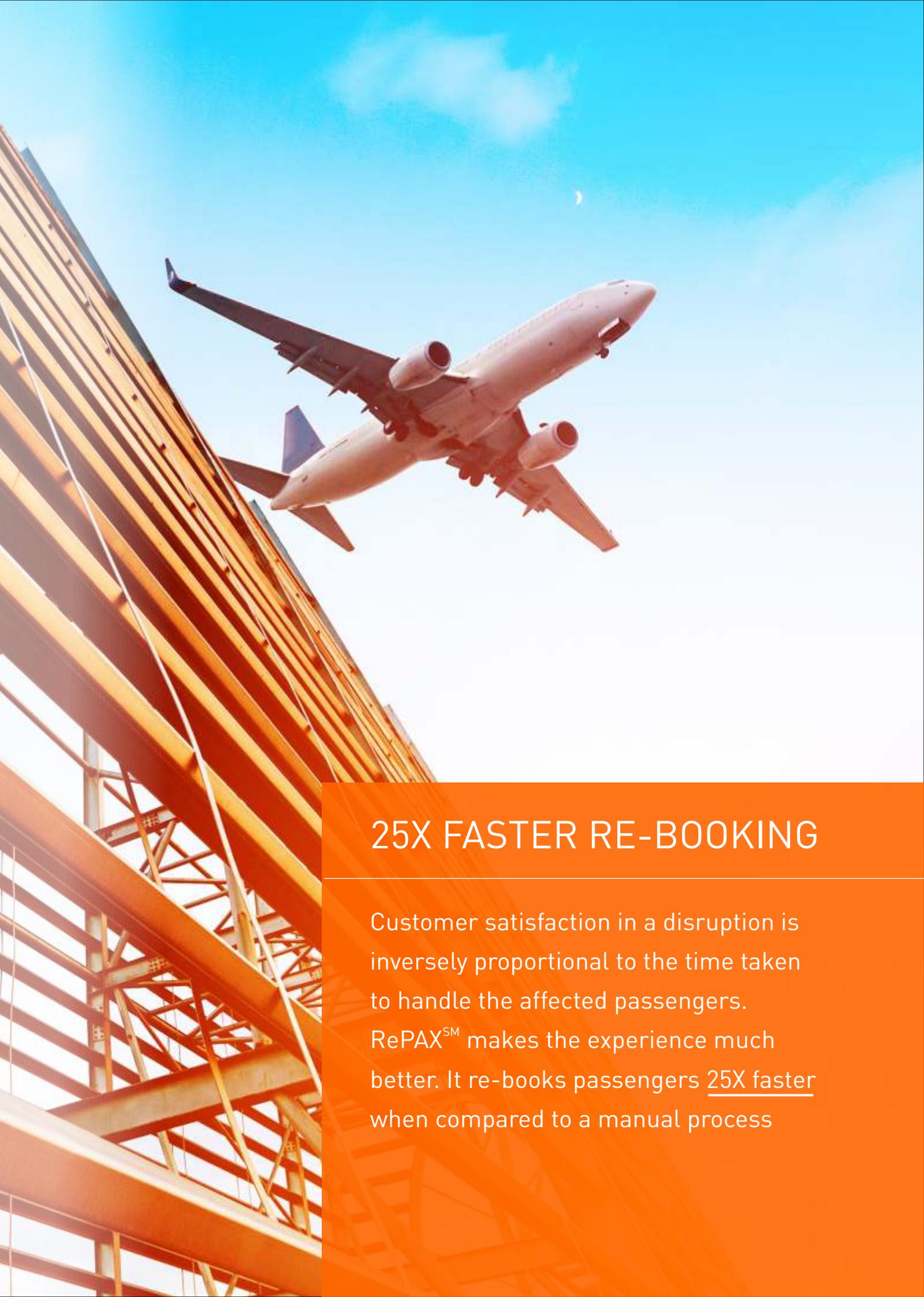
## REDUCED COSTS, INCREASED SAVINGS

- Reduces manpower requirement by more than half
- Saves on hotel accommodation costs
- Adheres to re-booking and interline policies
- Plugs revenue leakages



## IMPROVED PRODUCTIVITY & TURNAROUND TIME

- 25 times faster re-booking. Takes 10-15 seconds per passenger when compared to 10+ minutes manually
- An aircraft with pax load of 180 can be re-booked in 45 minutes flat!



## 25X FASTER RE-BOOKING

Customer satisfaction in a disruption is inversely proportional to the time taken to handle the affected passengers.

RePAX<sup>SM</sup> makes the experience much better. It re-books passengers 25X faster when compared to a manual process

WNS is a leading global Business Process Management company catering to 200+ global clients by combining operational excellence with deep domain expertise across key industry verticals, including Travel & Leisure. With its rich legacy as a British Airways Captive, WNS is the world's largest specialist travel BPM company providing an end-to-end suite of solutions for the travel industry. WNS is a trusted partner to many leading global airlines, OTAs, TMCs, hotels, cruise liners and car rental companies, delivering solutions for their transaction, transformational and innovative needs. WNS has delivery centers world-wide, including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, UK and US.



To know more about  
RePAX<sup>SM</sup>  
scan the QR code



To know more, write to us at  
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Extending Your Enterprise