

WNS' FARE FILING & DISTRIBUTION CENTER OF EXCELLENCE

END-TO-END SOLUTIONS AND OFFERINGS



FARE FILING & DISTRIBUTION – THE FOUNDATION FOR AIRLINE REVENUE MANAGEMENT

In the highly competitive airline industry, fare filing and distribution calls for a thorough knowledge on airline routes, markets, expansion opportunities, segments and competitive pricing trends. Pricing concepts and efficient customer segmentation have to be factored in with agility, speed and accuracy for profitable revenue management.

On an average, the airline industry experiences more than 20 million fare changes every week. Airlines, at any given time, manage an average of 500,000 fares. Amid these mind-boggling figures, accuracy in fare filing alone can yield revenue protection of up to 10 percent.

This is where WNS plays an important role with its Center of Excellence (CoE) framework. The CoE offers proactive solutions through deep domain expertise, strong resource management, powerful rule-based automation, best-in-class processes and cutting-edge technologies.

Key Asks in Airline Fare Filing

- Speed-to-market
- First-time-right
- Productivity optimization
- Innovation

Key Challenges in the Fare Filing Business Chain

- Fare accuracy
- Analytics & automation support
- Costs & productivity optimization
- Fare monitoring & matching insights
- Workload management
- Skillset retention

WNS' Fare Filing and Distribution CoE is a comprehensive and highly contextualized framework that provides significant business impact on airline revenue management. Analytics-driven and automation-based, it delivers excellence through digitized diagnostics, gap identification, solution design and deployment.

A FUTURISTIC APPROACH

WNS' CoE offers bundled solution framework based on domain expertise, service delivery efficiency, and the power of analytics and automation. Six best-in-class accelerators boost decision-making, efficiency, process maturity and cost savings to achieve a winning competitive edge.

Comprehensive Solution Playbook

A comprehensive repository of service delivery solutions, automation offerings, and analytics support enhanced fare filing efficiencies.

Automaton suite enhances efficiency and optimizes costs in the areas of quality check, category errors, fare checks and more.

Digitized Maturity Diagnostics

Ready industry benchmarks assess processes and create transformation roadmaps for higher fare filing maturity levels.

Key Performance Indicator (KPI) Toolkit accelerates efficiency and accuracy across the entire fare filing process chain, benchmarked to the highest industry standards.

Texperts

WNS' experts apply rich domain expertise and end-to-end business experience to achieve service delivery excellence.

Agile service delivery models achieve enhanced performance in fares and database transformation, and support our clients in multiple migrations and deployments.

Knowledge Hub

The learning hub provides end-to-end trainings on fare filing, pricing and distribution products of Airline Tariff Publishing Company (ATPCO) and leading Global Distribution Systems (GDSs). It also offers continuous improvement programs.

Domain University is a comprehensive digital learning system on airline domain, ATPCO fare filing systems and its products, with specialized programs, user-friendly learning interfaces, modules and assessments.

Value Creation Pool

A wide range of qualitative and quantifiable improvement projects and initiatives create value for clients.

Rich project repository, and Lean and Six Sigma initiatives significantly boost 'first-time-right' excellence.

Risk and Compliance Studio

Risk advisory services and operational expenditure views through user-friendly dashboards enable enhanced levels of compliance and risk management.

Application-enabled auto tracking of risks and effective mitigation plans.



DIGITIZED MATURITY MODEL

WNS CoE's digitized process maturity diagnostic tool brings the best of our domain expertise across fare distribution and monitoring, and our rich 12+ years' experience in multiple airline engagements.

The digitized diagnostic tool continually assesses and elevates the maturity levels of fare filing and

distribution processes. Airlines can gauge their maturity levels against industry benchmarks across four verticals of product and analytics, people, process and governance, and technology. It crafts a tailor-made roadmap with clear steps and actionable insights to achieve incremental levels of maturity.

To assess the process maturity level of your fare filing operation, [click here](#)

WINNING EDGE IN FARE FILING & DISTRIBUTION PERFORMANCE

WNS' CoE delivers positive business impact through diagnostic study, capability assessment, gap identification, and design and deployment of the right solution.

Key Benefits

Enhanced Performance

The Value Creation Pool's repository of Lean and Six Sigma projects, case studies and multiple client support engagements is augmented by rich insights from our analytical tools. Together, they create tailor-made roadmaps to significantly enhance capabilities.

~20% Productivity Gains*

~10% Rework Reduction*

~30% Automation Enablement*

~5% Fare Accuracy Improvement*

*Based on the current maturity level of the business / process

Technology-and Analytics-enabled Efficiency

- The Automation Suite transforms quality checks, fare upload and various category coding to achieve cost optimization and speed-to-market
- Analytical tools provide performance views and analyze KPIs across multiple dimensions — distribution channels, cost of sale, incentives, point of sale, partner performance, class and segment mix, integrity of Reservation Booking Designators (RBD) and ancillary revenues

Fare Accuracy

Reduced manual interventions, macro-enabled filing, analytics-driven fare monitoring and defined quality check prioritization matrices ensure improved fare accuracy.

Robust Governance

Ready industry benchmarks, dashboards and macros enable continuous improvement of processes, key metrics and deliverables. This optimizes new and current applications for revenue enhancement.

Higher Market Agility

Customer demands and response to competition are speedily addressed through automated and insights-based decisions, mapped to industry best practices.

About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading global Business Process Management (BPM) company. WNS offers business value to 200+ global clients by combining operational excellence with deep domain expertise in key industry verticals, including banking and financial services, consulting and professional services, healthcare, insurance, manufacturing, media and entertainment, retail & consumer packaged goods, telecom and diversified businesses, shipping and logistics, travel and leisure, and utilities. WNS delivers an entire spectrum of business process management services such as customer care, finance and accounting, human resource solutions, research and analytics, technology solutions, and industry-specific back-office and front-office processes. WNS has delivery centers world-wide, including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, UK and US.



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