



GET PROACTIVE WITH REVENUE
PROTECTION SOLUTIONS



AIRLINES TODAY WORK ON
WAFFER THIN MARGINS AND
FURTHER DATA SUGGESTS
THAT THEY LOSE AROUND ONE
PERCENT OF THEIR TOTAL
REVENUE DUE TO VARIOUS
LEAKAGES IN THEIR SYSTEMS.
MAXIMUM REVENUE LEAKAGE
HAPPENS DURING THE
PASSENGER JOURNEY CYCLE
DUE TO TICKET BOOKING
ALTERATIONS



Recover Lost Revenue and Mitigate Future Revenue Leakage

Airlines try hard to reduce leakages at the source by putting audit systems in place, but legacy systems often do not house all information on agency sales, auditing results, in depth analytical reports, and market insight. There is also limited scope for audit due to the growing quantity and complexity of data sources. As a result, many airlines are grappling with the high cost of audit operations, dispute management, collection process and technology requirements.

Due to resource constraints, airlines are sometimes compelled to pursue short term and less effective sample audits. They may also need to make additional investments to hire and train audit staff in order to meet the resource gap. The need of the hour is therefore a more efficient revenue recovery solution which could make an impact on the top-line by enhancing and protecting revenue and bottom-line by delivering on a pay for performance or contingency fee model

Top 5 Reasons For Revenue Leakage

- Exchanging non-reissueable tickets and not collecting penalty during re-issue
- Non-adherence to fare rules
- Refunding non-refundable fares
- Violations of minimum stay requirements
- Not adhering to booking and ticketing time

Verifare PlusSM - WNS' new and improved fare audit solution not only helps recover lost revenue but also enables airlines to take preventive steps to mitigate future revenue loss.

Being the best-in-class revenue recovery solution, some of the key benefits delivered by Verifare PlusSM are as follows:

- USD 200-250 million savings potential through revenue recovery
- 30 percent additional revenue recovery through second pass audit services
- Average recovery of approximately USD 4 million per airline as a first pass partner and greater than USD 1 million per airline as a second pass partner
- 0.60-0.75 percent revenue recovery against the total sale revenue
- 98 percent accuracy of debit memos
- 30-60 days turnaround time from date of ticket issue
- 70-75 percent collection rate for proposed debit memos



A GIANT LEAP FROM
REVENUE RECOVERY
TO REVENUE
PROTECTION



WNS' vision is to empower clients to transform revenue protection through leading edge business and technology solutions.

While other service providers are talking about recovering lost revenue, WNS is a step ahead with Verifare PlusSM which not only helps recover lost revenue but also assures prevention of revenue loss through client-centric solutions. It offers comprehensive audit services across the ticket lifecycle for all types of fares sold worldwide, through any type of distribution channel. From better financial performance to enhanced revenue process control, Verifare PlusSM helps airlines monitor compliance and identify process weaknesses.

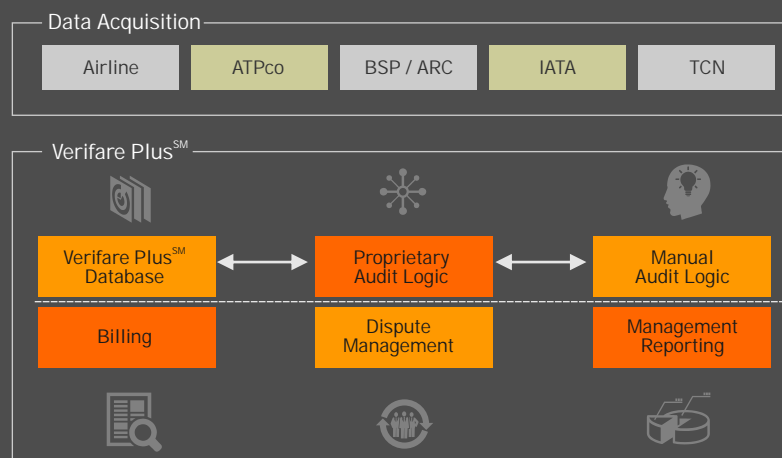
Verifare PlusSM is a fully automated and web-based, holistic solution that identifies and offers visibility into revenue leakage areas. It supports airlines in maximizing revenue with minimal investments by automating and standardizing the audit process. It applies pre-defined rules and logic on the data using

proven auditing methodologies and techniques to identify potential revenue leakage.

The solution works 24x7 and is capable of going back up to nine months of sales data from the given date to provide airlines the most accurate revenue leakage impact.

Verifare PlusSM, in its new avatar, not only helps recover lost revenue but also enables airlines to take preventive steps to mitigate future revenue losses. The technology solution is embedded with Interactive Data Enabled Analytics - a framework that provides actionable insights based on systematic analysis of ticketing / audit data. Identifying specific trends or pattern of errors along with the cause and dollar impact enables an accurate visibility into revenue leakage and identifies areas, which need better controls and automation.

Verifare PlusSM Workflow



Key features of Verifare PlusSM



COMPREHENSIVE AUDIT SERVICES

Verifare PlusSM covers the complete range of audit services from sales audit to re-issue, re-fund, tax, commission, EMD, reporting ARC, and excess baggage audit. It also offers direct and GSA audit as well as BIDT and GDS audit services. In addition, it addresses fare filing errors and refund applications. Verifare PlusSM also offers a waiver functionality supported by reporting to assess the true revenue leakage.



SECOND PASS AUDIT SERVICES

The solution can also be implemented for a second pass audit to ensure the effectiveness of the current auditing solution and identify any revenue missed during the first pass audit.



WORKFLOW MANAGEMENT

The Verifare PlusSM comes with a workflow management system used by WNS auditors to undertake a comprehensive manual audit review. It enables an airline to review Agent Debit Memos (ADMs) before they are issued and process them in multiple local languages.



PROACTIVE ANALYTICAL REPORTING

Airlines can leverage accurate and timely information to mitigate revenue loss through reports that capture agency errors by country along with the reasons and dollar impact of these errors. These reports are supported both by Android and iOS devices.



SECURE PORTAL

This portal provides visibility into revenue leakage identified through Verifare PlusSM. Approved agency debit memos are then issued directly through a BSPLink / ARC Memo Manager.





- We partner with 20+ airlines
- 4 are part of the industry 'top ten list'
- We audit close to 200 million transactions
- We recover approximately USD 70 million annually

Partner with the Best



Industry leader

- Providing fare audit services to airline clients for more than 12 years
- Customers include 20 global airlines, including 4 of the top 10 airlines



Process Excellence and Expertise

- Quick audit set up process of two weeks
- Greater transparency across audit statistics



Pricing Advantage

- Flexible pricing models such as input-based (FTE) and output-based (transaction pricing) models
- System enhancements and customized reports at no additional charge

First Indian BPM provider
to achieve compliance
with PCI-DSS 1.1

IATA's strategic
partner for revenue
accounting

Star Alliance's preferred
vendor for sales audit and
revenue protection services

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
Verifare PlusSM
scan the QR code



To know more, write to us at
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WNS
Extending Your Enterprise