



# Service Booklet





## ATI At a Glance

ATI's singular focus on providing outsourcing services and technology to the travel industry across the globe has been a remarkably successful one.

Since commencing in 2002 with a single discipline of fare filing the business has grown today to supporting over 100+ independent work disciplines including ticketing, land and cruise travel distribution, fare auditing, finance and robotic process automation. We've grown to be the largest business process outsourcing firm operating in this market and serve customers within the travel and aviation sector in over 20 countries around the world.

We have packed a lot into a relatively young life. We believe our success has only been achieved by always listening carefully to our customer's needs and by building a collaborative working model.

As a customer of ATI you will only ever be working with a team who understands the world in which you operate as we have thousands of years of travel experience.

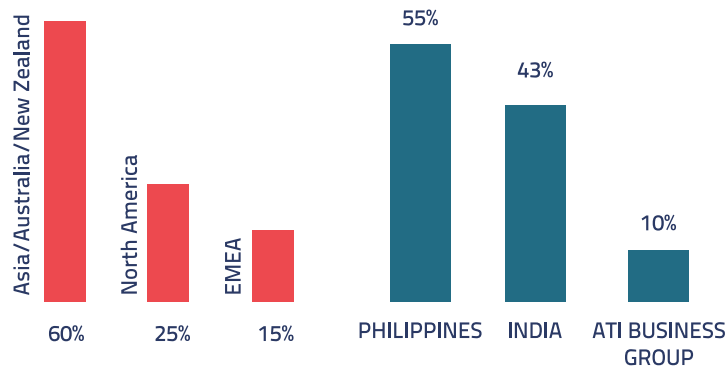
We have vast experience in transitioning many customers and their business needs seamlessly into our delivery centres.

# How are we Different

What Sets Us Above (Not Just Apart) From The Rest



Accuracy since 2010



## Quality and Speed of Service

We commit to service level standards with penalties where we do not meet these. ATI has loaded more than 10 million fares and incurred 155 ADM errors giving 99.99% accuracy. Cost to our customers \$0.00 with our ADM guarantee.

## Global Reach

We know and understand the Travel and Aviation sector - that's all we serve. ATI's team of thousands of travel professionals services it's global customers remotely and from its 6 delivery centres to over 20 countries.

## Very Low Turnover of Staff (ANNUALISED TURNOVER)

With only a 10% annualised turnover, our customers are assured of continuity of service and an in-depth understanding of their business by the team that works with them every day.

## We Take Care of our Staff

Over 64% of ATI people have stayed with us for more than 5 years. Over 79% of ATI people have stayed with us for more than 3 years.

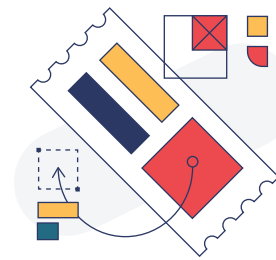
# Our Services

What attracts and retains our customer base is our proven quality and speed of service. We provide a wide range of business process outsourcing services (BPO services) for the aviation and tourism industry across the globe.



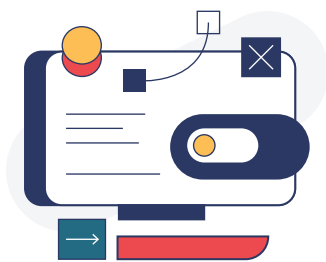
## Call and Chat Support

We deliver exceptional customer experiences by building and operating omnichannel support centres on behalf of our clients. Our customer service outsourcing provides your business with the talent, technology, training and facilities to deliver exceptional customer experiences through voice, chat and email.



## Ticketing and Refund Processing

We are here to support you with any ticketing issues, such as ticketing operations, refunds, and ticket tracking. Our service will increase efficiency with your ticketing processes and deliver significant operational expense savings for both you and your clients.



## Fare Filing & Contract Loading

Fare Filing and Contract Loading provide both air and land fare filling by teams with extensive experience and expertise across multiple GDS and proprietary systems. Our teams are supported by our proprietary technology and quality assurance systems.



## Preflight / iRops Services

Our team validates airline schedule changes on multiple GDS or airline reservation systems and ensures passengers receive their notification in a timely manner. We offer alternative flights for affected passengers and refunds to address passenger concerns according to specific criteria.



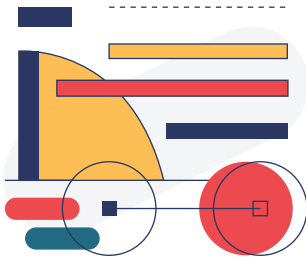
## Fare & Rate Auditing

Our Fare & Rate Auditing teams focus on quality control of fare and rate filling according to airlines, hotels, and other supplier's rules and requirements. We also help you by providing airfare and hotel rate, tour sourcing, and availability checks.



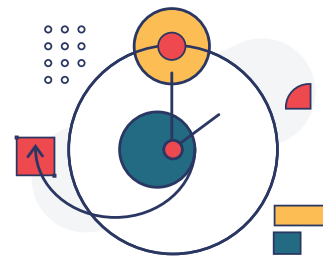
## Finance & Accounting Support

Our Finance and Accounting Services are here to support the ever-expanding role of the finance teams of our clients. We offer a comprehensive portfolio of Services such as Record to Report, Procure to Pay, Order to Cash and Travel and Expense.



## Technology Solutions

We provide various streams of technology-enabled solutions to address and overcome different challenges faced by our clients from robotic process automation to fully tailored application development, with complete support from assessment and development stages to implementation and maintenance.



## 24/7 Support Service

ATI understands the importance of providing exceptional service to your clients, even outside of regular business hours. With our advanced workflow technology platform and dedicated team of experienced travel agents, we offer comprehensive support for your clients urgent requests, ensuring seamless communication and outstanding customer service.



## Queue Management

Offering after-hours support and 24/7 coverage, we bring a dedicated team of experienced travel agents to ensure exceptional service for your clients. Elevate your client services with our GDS Queue Monitoring and Ticketing Fulfilment Service, ensuring unparalleled efficiency and reliability.



## Call & Chat Support

We deliver exceptional customer experiences by building and operating omnichannel support centres on behalf of our clients. Our customer service outsourcing provides your business with the talent, technology, training and facilities to deliver exceptional customer experiences through voice, chat and email.



**Support  
Availability**

**97%**

**Satisfactory Rate  
(CSAT)**

**80%**

**First Contact  
Resolution Rate**

**<8**

**minutes Average  
Handling Time**

## SERVICES THAT WE OFFER

### Internal Agent Support

Our internal agent support helps your teams to resolve their ad hoc challenges, questions and concerns so that they can deliver exceptional customer service. Internal customer service provides consistency for your team's productivity and enables them to achieve their goals.

### Customer Support

Our customer support service helps your clients to resolve their various challenges, questions and concerns. Our professional team work quickly to resolving your customers needs in a friendly and polite manner at all times.

## CLIENT'S TESTIMONIAL

“

**I'm very impressed with the progress that we have made so far. It truly deserves a celebration! Thank you for all your hard work and support. Thank you for putting up with me and the hundreds of questions that I sent you throughout the day.**

**Melyssa Gonzalez**  
Support Area Leader  
Global Procurement Network | Flight Centre



## **Ticketing & Refund Processing**

We are here to support you with any ticketing issues, such as ticketing operations, refunds, and ticket tracking. Our service will increase efficiency with your ticketing processes and deliver significant operational expense savings for both you and your clients.

**60**

**Up to 60 refunds  
per day (per team  
member)**

**99%**

**Ticketing  
Accuracy**



**Dedicated training  
academy**

**80**

**Up to 80 tickets  
per day (per team  
member)**



## SERVICES THAT WE OFFER

### **Ticketing Operations**

Our ticketing operations support team processes unresolved PNR's that cannot be processed through automated ticketing systems. Supporting our clients across the globe and around the clock, our team is able to accurately issue tickets and address any urgent requests.

### **Ticketing Refund**

Ticket Refund Services enables travel agents to process their clients refund requests quickly and efficiently and in accordance with the increasingly complex airline specific conditions. It also provides the ability to refund eligible components of unused airline tickets before they expire.

### **Ticket Tracking Service**

Our ticket tracking service enables you to track down any refundable components of unused tickets efficiently and in accordance with the airline specific conditions before they expire. By tracking unused coupons we provide a new revenue stream opportunity for our clients and a significant travel expense saving.

## CLIENT'S TESTIMONIAL

“

**I would like to say a huge thank you and congrats to the team for all the work in the Ticketing Queue. This task hit a peak of over 1300 bookings to be actioned due to all the COVID cancellations and a backlog we couldn't clear.**

**And this morning when I run the reports we are down to 131!**

**Amazing work team!**

**Maxine Hendriks**  
Team Leader  
Infinity Holidays



## Fare & Rate Auditing

Our Fare & Rate Auditing teams focus on quality control of fare and rate filling according to airlines, hotels, and other supplier's rules and requirements. We also help you by providing airfare and hotel rate, tour sourcing, and availability checks.



**Airfare rate discrepancies found in every audit**



**Audit across multiple GDS systems**

**99.9%**

**Accuracy**

## SERVICES THAT WE OFFER

### Airfare Auditing

We assist our customers to identify revenue and expense losses due to errors associated with the loading of their airfare rates. Our teams' extensive experience combined with our proprietary workflow management tools, provides a cost-effective and accurate solution to complete audits on a timely basis through multiple GDS and proprietary systems.

### Airfare Price Comparison

Our domain expertise helps you with analytical fares support through competitive pricing comparison across multiple sources. This benchmarking data allows our clients to then make effective pricing decisions in a competitive environment.

### Hotel Negotiated Rate Audit

Our teams work tirelessly to verify that our clients negotiated hotel rates are loaded and available for booking for each property across all GDS. We can also assist with communicating with the hotels to correct their loading when negotiated rates have not been filed.

## CLIENT'S TESTIMONIAL

“

**Last week we had an urgent pricing report we needed done for expo over the weekend. This was really important for our team to make sure we had the best pricing going into the expo, and your airfare pricing team have been nothing less than fantastic.**

**Ineke Unsworth**  
Air Pricing – A.I.R Force  
Flight Centre Travel Group

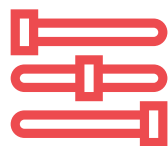


## Finance & Accounting Support

Our Finance and Accounting Services are here to support the ever-expanding role of the finance teams of our clients. We offer a comprehensive portfolio of Services such as Record to Report, Procure to Pay, Order to Cash and Travel and Expense.

**67%**

**Increase in Productivity**



**Flexible coverage**

**99%**

**Transaction Accuracy**



**Broad administration experience**

## SERVICES THAT WE OFFER

### Account Payable

We provide account payable service to help you receive, verify, audit, and process updated invoices effectively for your supplier's payments on schedule.

### Account Receivable

Our team prepare receivable statements to ensure you obtain the invoice funds owed to the firm for the services that have been rendered. We provide detailed analysis, including the measurement of the average collection period for a firm's receivable balances over a specified period.

### Financial Reporting & Analysis

Our financial analysis team will work with you to answer your questions on all aspects of your company's financial activities, giving you an accurate and comprehensive snapshot of your strategic and operational metrics to make decisions and take informed action.

### Hotel Commission Recovery

We help you track and account hotel commissions owed to your business from any hotel around the world that you have done business with. We provide a cost effective and efficient service due to our scale and automated processes.

### Bank/General Reconciliation

We help you match your balances on your current database to the corresponding amount on your bank statement for your accounting records. In turn we minimize and resolve any miscalculation and help identify forged transactions.

## CLIENT'S TESTIMONIAL

“

**What an amazing team! You have done a brilliant job of handling our credits. It is a massive job, and it feels like it is never ending. So, I just wanted to say to you all that I am forever grateful. I could not have asked for a better team to handle this huge job!**

**Justine Daddy**  
Customer Experience Leader  
Jetmax



## Fare Filing & Contract Loading

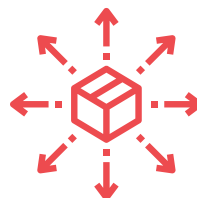
Fare Filing and Contract Loading provide both air and land fare filling by teams with extensive experience and expertise across multiple GDS and proprietary systems. Our teams are supported by our proprietary technology and quality assurance systems.

**99%**

Accuracy



Fare loading tools via API-XML schema



Distributed across multiple GDS

**FULL**  
COVERAGE

on Agency Debit Memos

## SERVICES THAT WE OFFER

### ATPCO Fare filing

Our highly skilled team assists airline clients to file and redistribute published, negotiated and private fares in the Airline Tariff Publishing Company (ATPCO) system.

### Multi GDS Fare Filing

Our web-based multi-GDS fare loading tool enables ATI to provide accurate and rapid loading of private fares for its clients. Having the right airfare at the right time is essential for any travel agency business. Additionally, ATI provides a unique benefit with full insurance coverage on Agency Debit Memos.

### Hotel & Tour Loading

We help you track and account hotel commissions owed to your business from any hotel around the world that you have done business with. We provide a cost-effective and efficient service due to our scale and automated processes.

### Cruise Loading

Our service will help you with any contract and content loading needs for cruise package inventory. With ATI proprietary technology and automation tools, we manage to increase efficiency and reduce high-rated risk of errors from the usual manual processes.

### Inventory / Room Management

We help to monitor and manage allotted rooms availability from suppliers based on the agreed contracts by analyzing hotel room inventory and rates on a regular basis. We make adjustments in anticipation of peaks in demand.

## CLIENT'S TESTIMONIAL

“

**ATI has successfully implemented and managed multiple fare filing processes and has addressed various challenges in fare filing due to the complexity of fares for AirCalin.**

Jean-Louis Le Demezet  
Head of Pricing and Interline  
AirCalin



## Preflight / iRops Services

Our team validates airline schedule changes on multiple GDS or airline reservation systems and ensures passengers receive their notification in a timely manner. We offer alternative flights for affected passengers and refunds to address passenger concerns according to specific criteria.

**100%**

Accuracy

**SAME  
DAY**

TAT for urgent  
departure



Service  
Coverage



## SERVICES THAT WE OFFER

### Passenger Management

Our highly experienced travel consultants provide support services to accommodate passengers impacted by airline schedule changes. The services can extend from informing the passenger, prioritizing and re-booking passengers on the next available flights as well as connecting directly with the airline to revalidate schedules.

- Offering**
- Schedule Changes
  - Notification by Emails & Calls
  - Exchanges & Reissuances
  - Customer Complaints Resolution

### Process Management

Our service is designed to provide valuable support to travel agencies or airline customers by providing immediate assistance to pre-empt the domino effect of a flight change or disruption and deliver enhanced passenger satisfaction and experience by providing faster resolution to their booking and ticketing queries.

- Offering**
- Service Recovery Validation
  - Revalidations
  - Refunds



## Technology Solutions

We provide various streams of technology-enabled solutions to address and overcome different challenges faced by our clients from robotic process automation to fully tailored application development, with complete support from assessment and development stages to implementation and maintenance.

Up to

**1800%**

productivity increase

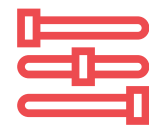


Deep knowledge and expertise in the travel industry

Up to

**55%**

cost reduction in business processes



Customised features to our clients specific requirements

## SERVICES THAT WE OFFER

### Robotic Process Automation

We design, configure, develop, and implement robotic solutions to automate processes across functions that involve highly repetitive manual tasks. Our RPA solutions are built specifically to your organisation and process needs for the travel industry.

### Queues Processing

We provide Queue Processing Solutions for Airlines, Travel Agents, Hotels, and Service Providers to send and receive messages on Passenger Name Records (PNR's) and quickly address and resolve all queries efficiently and accurately. This is delivered through our team of travel professionals and our in-house developed automation tools.

### Bespoke Application Development

We offer fully customised development of software applications according to our client's unique and specific business requirements. With our deep domain expertise in the travel industry, we can deliver your software needs quickly and efficiently with best-in-class support and maintenance.

## EXAMPLES OF SOLUTIONS

- Airline Fare Management Platform
- Travel Insurance Sales Platform
- E-Ticket Manager
- Online Payment Portal
- Loyalty Reward System for Agents
- Robotic Quality Control on Reissued Tickets



## 24/7 Support Service

ATI understands the importance of providing exceptional service to your clients, even outside of regular business hours. With our advanced workflow technology platform and dedicated team of experienced travel agents, we offer comprehensive support for your clients urgent requests, ensuring seamless communication and outstanding customer service.

-   
Price Transparency
-   
Centralised Operations
-   
Unified Case Log
-   
Travel Specialists
-   
Comprehensive Reporting
-   
Tailored Training & Onboarding Support



## SERVICES THAT WE OFFER

### **Emergency Support**

In unforeseen circumstances such as flight delays, cancellations, or disruptions, our team is ready to assist your clients with re-accommodation, alternative travel arrangements, and guidance to reach their destinations as smoothly as possible.

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### **Booking Assistance**

Our team can handle urgent bookings, cancellations, rebooking, and itinerary changes across various airlines, hotels, car rentals, and other travel services. We ensure prompt action and accurate execution, minimising any disruption to your clients' travel plans.

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### **Travel Information and Advice**

We provide reliable and up-to-date travel information and advice to your clients. From destination recommendations to visa requirements and airline policies, our team is equipped to address any inquiries your clients may have, helping them make informed decisions.

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### **Email & Chat Monitoring**

We will monitor your emails and chats, providing prompt and efficient responses to urgent inquiries. Your clients will receive the support they need, enhancing satisfaction and trust in your agency.



## Queue Management

Offering after-hours support and 24/7 coverage, we bring a dedicated team of experienced travel agents to ensure exceptional service for your clients. Elevate your client services with our GDS Queue Monitoring and Ticketing Fulfilment Service, ensuring unparalleled efficiency and reliability.

 <p>Multi-GDS Coverage</p>	 <p>Competitive Pricing Models</p>	 <p>Trusted Travel-Experienced Professionals</p>	 <p>Timely Ticket Issuance</p>
 <p>Global Coverage</p>	 <p>Enhanced Operational Efficiency</p>	<p><b>24/7</b></p> <p>Availability</p>	 <p>Prompt Response</p>

## SERVICES THAT WE OFFER

### Queue Monitoring

Our team oversees and ensures all ticket fulfilment PNRs queued in the GDS systems for ticketing, both fresh issuance and reissuance, are actioned timely and effectively. This ensures that any urgent items or critical bookings are promptly attended to - allowing you to have a worry-free experience even when your office is closed. You can trust us to handle time-sensitive tasks efficiently and effectively.

### Ticketing Fresh Issuance

Effective handling of new tickets issuance that are queued in the GDS are actioned within required timeline, ensuring prompt action and accurate execution whilst minimising any disruption to your clients' travel plans.

### Ticketing Reissue

In cases of emergencies or changes in your clients' travel plans, our dedicated team is always ready to assist on ticket re-issuance in their time of need. Ticket re-issuance are actioned promptly, ensuring accurate execution and effective handling to ensure a smooth travel journey.



WORKING WITH THE BEST IN THE INDUSTRY







**CONTACT US!**

reach us at

**[sales@atibusinessgroup.com](mailto:sales@atibusinessgroup.com)**



[atibusinessgroup.com](http://atibusinessgroup.com)

**ATI Business Group**

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