



# Irregular Operations Support (IROPS)



# Enhance Passenger Experience Through IROPS Services

## Manage Any Disruptions With IROPS

Changes to flight schedules, last-minute flight delays or cancellations are the biggest cause of inconvenience and dissatisfaction for air travelers. These disruptions not only will cause revenue loss to airlines but also the cost of lost productivity to the supporting industries such as hotels, business services, and tourism.

ATI IROPS services are designed to provide immediate assistance and valuable support to your customers to get through any occurring irregular operations. Our team pre-empts the domino effect of a flight change or disruption and delivers enhanced passenger satisfaction and experience by providing faster resolution to their booking, ticketing queries, and other process management needed.

(Source: Amadeus Passengers first re-thinking irregular operations)

USD

**60 Billion\***

in revenue is lost by airlines globally as a cost of irregular operations

---

“IROPS is an opportunity for airlines to build customer loyalty and market share by efficiently managing disrupted travel.”

## How Can We Help?



### Immediate Notification

Supported by technology and our people, we validate airline schedule changes on multiple GDS or any airline reservation systems and ensure passengers receive their notification immediately through email, outbound calls, app push notification, SMS or combinations of all of these when flight delays or cancellations occur.



### Alternative Flight Schedules

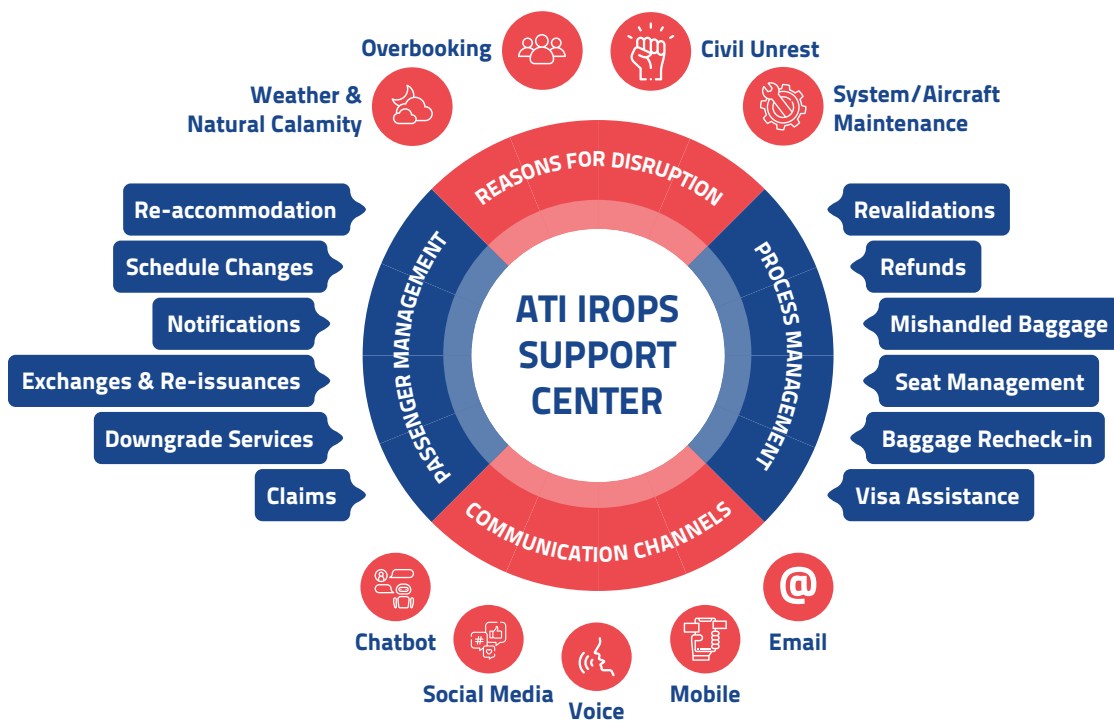
Our team will proactively propose alternative flight schedules to affected passengers, necessitating further corrective control actions to restore order to schedules. We will also help issue any ticket changes should a passenger request flight reroute.



### Refund? No Worries

For passengers whose flights are affected by the occurring irregular operations and do not wish to proceed on their journey, our team of travel industry veterans will help assist your customers with the refund processes according to the relevant airline's rules and conditions.

## Scheduled and Unscheduled Disruptions



## Why ATI?

ATI is a Global Business Process Management, Technology and Services provider committed to deliver the best possible outcomes across the travel, tourism, and aviation industry.

- Managing highly differentiated customer experience for leading 30+ companies with 99.9% accuracy.
- Over 19 years of experience serving customers within the travel and aviation

- sector in over 20 countries around the world
- ATI employs more than 1,200+ professionals to deliver efficient and cost-effective performance with combined travel industry veterans and proprietary technology.



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

**ATI Business Group**

Jl. Batutulis Raya 13C

Jakarta, 10120, Indonesia