



Case Study

Expense Management Solutions Reduce Costs for Global Airline

Pain Points:

"I need to innovate to stay competitive."

Industry:

Travel and Hospitality

Solutions and Products:

Enterprise Innovation

Business Challenge

A major airline reviewed its internal processes to see where expenses could be cut. The airline targeted worldwide programs that were not mission critical and concluded that it could move scheduling, payroll, and reconciliation for flight attendant travel accommodations to an external provider. They selected TeleTech based on our prior performance in providing them with reservation support.

Solution

Flight Attendant Scheduling

TeleTech began handling the airline's flight attendant scheduling which involved integrating scheduling data from the airline's computer systems and taking calls from flight attendants who needed to change existing schedules (such as blocking out medical leave, switching flights, vacation time, or sick time). Another scheduling element was the one week a year training classes mandated by the airline. The TeleTech scheduling team took each of these factors into consideration and developed accurate flight attendant schedules on an ongoing basis. The team typically handled scheduling exceptions from 15,000 flight attendants.

Payroll

Payroll was a component of the Flight Attendant Scheduling program. TeleTech associates ensured that the pay files of all flight attendants were built, updated, and audited accordingly before payout was made. Associates also answered inquiries related to pay file entries and handled processing of reimbursements for valid expenses incurred by the flight attendant.

Examples of payroll audits occurred when:

- Two flight attendants claimed to be the lead attendant on one flight (there can only be one lead attendant per flight and that lead receives additional compensation).
- A flight is short one crew member and the others were paid extra as compensation.

Travel Billing Verification

The airline has contracts with specific hotels, restaurants, and limo services to handle flight attendants' on-the-job travel. When their invoices arrived, TeleTech associates verified them to ensure that the airline was charged the negotiated rate. Discrepancies often occurred, so associates had to determine which rate was correct. This service saved the airline thousands of dollars each month, thanks to the efforts of the TeleTech auditing staff.

Results

These programs have done more for the airline than decrease expenses. They have demonstrated that the airline could successfully trust their non-critical processes to a provider. TeleTech offered the benefit of providing a formal quality program which was previously unavailable to the airline. We also proved that back-office functions could be enhanced to combine data analysis, auditing, and reconciliation. Armed with the knowledge and experience it has gained from these projects, the airline was able to become more competitive in the marketplace.

Program Metrics

- TeleTech supported schedule exceptions for 15,000 flight attendants
- We processed approximately 12,000 communications or “meters” each month from flight attendants regarding payroll records
- TeleTech processed 400 travel and accommodation bills in our first full program month
- By the third month, TeleTech scored 100% in QA evaluations for flight attendant scheduling and payroll records