



Automating flight ticket cancellations during COVID-19: An air travel industry use case



Accuracy with speed

- Achieve greater efficiency and reliability
- Geography: Spain
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Using Robot as a Service (RaaS) to manage efficiency and reliability

Issue

COVID-19 travel restrictions resulted in 60,000 cancellations for a European airline. They could not process and refund these cancellations in a timely manner, putting at risk their customers’ satisfaction. The company was looking for a solution that would be easy to implement and use.

Solution

Facing a wave of COVID related flight and booking cancellations. This airline company selected Deloitte to provide a RaaS solution because they knew it would work with their existing infrastructure. In less than 10 days, a Deloitte Spain team developed an automated solution using a cloud robot to help process the cancellations, gathering the right information from the International Air Transport Association (IATA) website, scraping data (i.e., validating and cancellation reasons), and processing them without the need for any manual effort.

The robot logs into the IATA site with the corresponding user login details and pulls the relevant information related to COVID-19 cancelled flights from the site and validates the data. For each cancelled flight, the robot

reconciles the cancellations and processes the refunds, while generating a corresponding report.

Impact

Using the RaaS platform, the company experienced increased efficiency and reliability, resulting in:

- Nearly 2,000 full-time equivalent (FTE) hours saved
- All the cancellations processed in a timely manner thereby serving customer needs more quickly
- Reduced manual efforts by 100%, as all processes were fully automated

Power of With in action: Technologies used

RPA	Processing applications	Cloud	Automation	Data analytics
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