SIS Customer Satisfaction

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As a SIS User, I:

“Love the single source for all invoices in our settlement!”

1. Respondents Profile

2. Key Experience Metrics

Strong improvements in all experience metrics
And 95% score of the newly introduced contribution to success metric

	2019	Airline Suppliers SAT: 86.5%	2018
Overall Satisfaction	82.2%		79%
Customer Effort Score (CES)	81.5%		78%
NPS	49		26
Satisfaction with SIS Platform	81.8%		79%
Contribution to Business Success	95% of respondents believe that SIS contribute to their business success	NEW	

3. NPS Analysis

Robust **increase of 23 points** in NPS during 2019

Promoters

Easy & Simple to use (32% of promoters)
User friendly platform (13% of Promoters)
Centralization of invoices (9% of promoters)
Good customer support
Current customer base

Detractors

Difficulty to use SIS
Complications associated with different types of products
Inability to reach support team

Neutrals

Ability to restrict specific type of invoices
Functionality to have more details & attachments
Improved SIS reporting and dashboard

4. Satisfaction with SIS Platform

Overall Satisfaction w/ SIS platform **81.8%**

5. SIS File Management Functionalities

Comments:

- Speed for upload and download documents could be improved, specially for iiNET
- More flexibility in download outputs in various formats

New features:

- New dashboard functionalities
- More help/guidance as part of the UX design
- Billing/comments and messages trail (in one screen)
- Direct download of reports via IS-Web

6. SIS Support level of service

Comments:

- Users are generally satisfied with the level of support provided for SIS
- A need for enhancing the IATA Customer portal experience for submitting queries

7. Satisfaction with SIS Communication Channels

Good results overall for SIS communication channels, specially IATA CS portal bearing in mind the recent shift of all customers towards new CS portal only took place in July 2019

8. Summary Overview

Sample Insights

Airline Members represent **90%** of the research subjects while **Europe** and **ASPAC** each represent **26%** in the survey

Suppliers are the **most satisfied with 86.5%.** Highest regional satisfaction is for **Americas, 86.9%** and lowest for **North Asia at 80%**

Key focus for satisfaction would be new users (less than 1 year) as their satisfaction levels are below 80%.

Users appreciate the simplicity in invoice management provided by SIS – Has a major impact on their day to day business **(95% contribution to success index)**

Key Areas of Focus

Focus segments would be North Asia users and new users with less than 1 year with SIS – **Options for improvements** might include new languages for NASIA and further trainings for new users

Users are highly interested in **further speeding up of file upload/download processes**

An enhancement to the validation error correction process will have a **positive impact on the overall experience**

Further developments for SIS include: One view of more details on trail of messages/invoices, easy to access and up to date information on SIS members profiles and easy search & download functionality for reports on flexible formats

Thank you!

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