



**5<sup>th</sup>**

# World Financial Symposium

**17 – 20 September 2018**

**Madrid Marriott Auditorium Hotel & Conference Center**





# 7<sup>th</sup> SIS General Meeting

18<sup>th</sup> September 2018

Madrid Marriott Auditorium Hotel & Conference Center



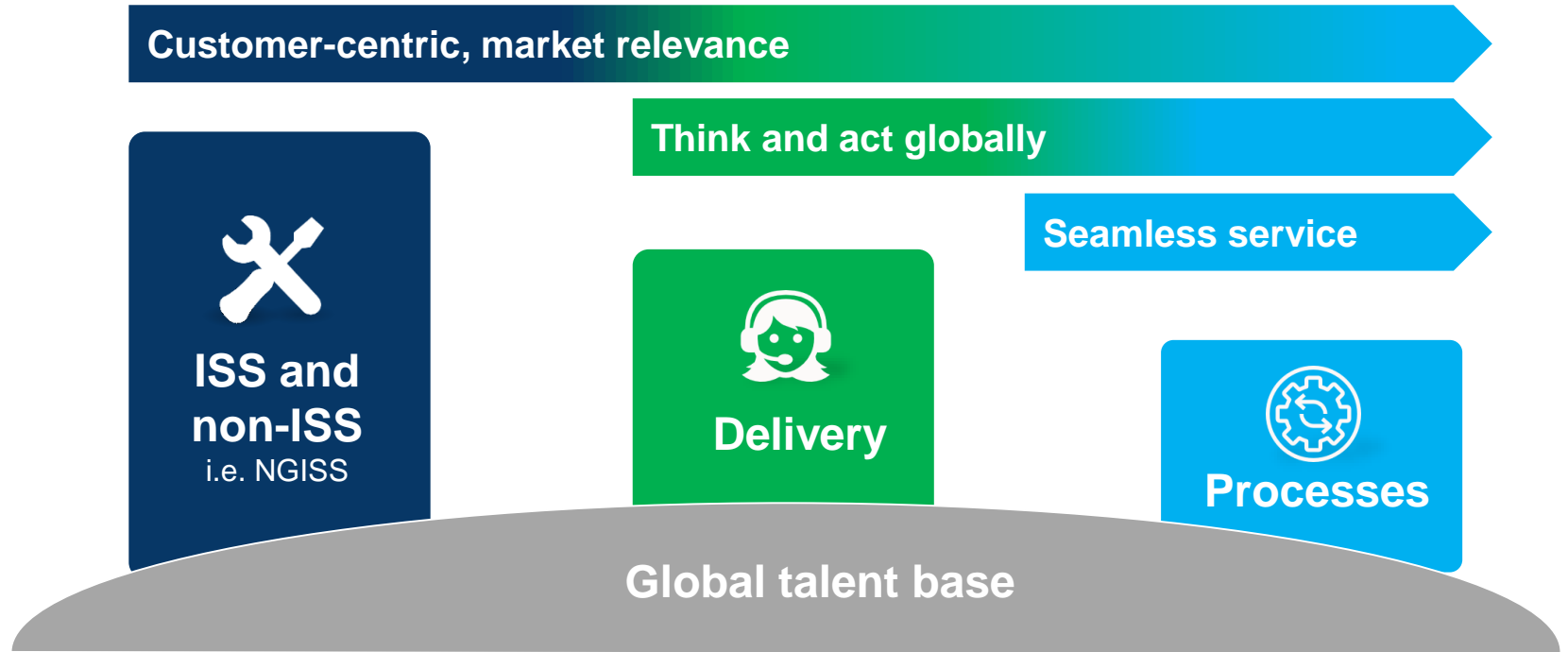


# The IATA Global Delivery Center (GDC)

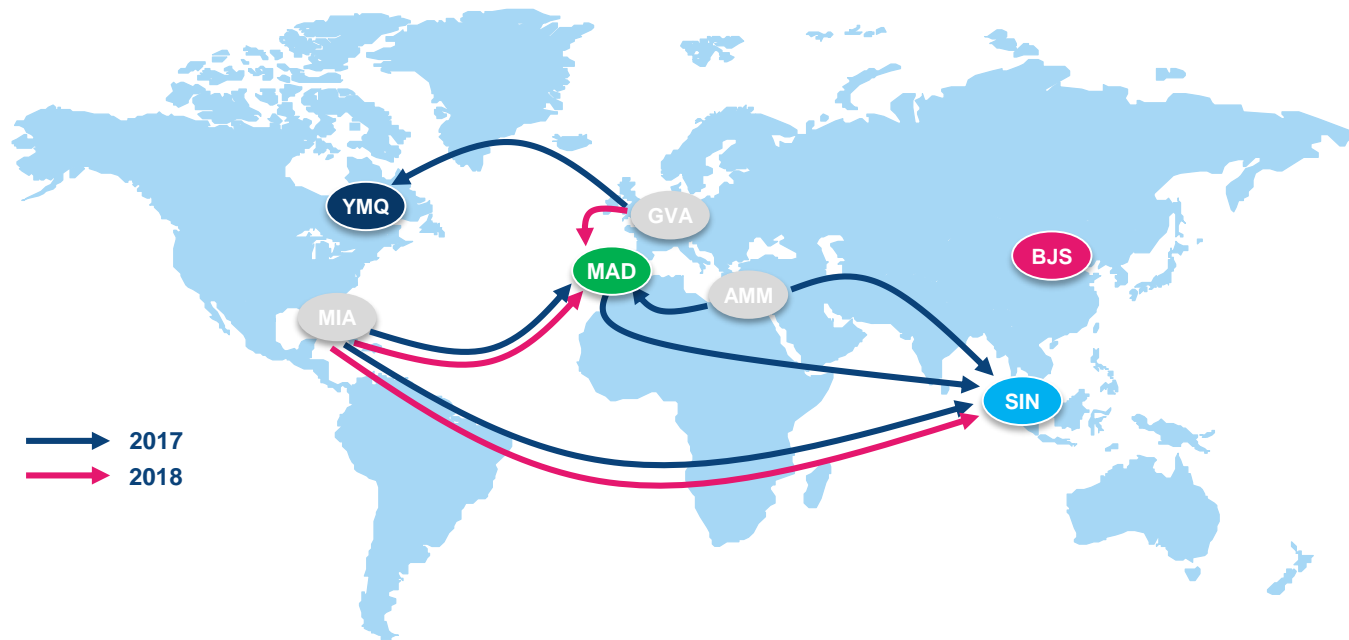
To represent, lead and serve the airline industry



# Turning Into A Customer-Centric Organization



# The GDC In A Snapshot



ISS Operations (AMM + MIA)



Madrid

Invoicing & Collection

+

Billing & Reporting



Singapore

FDS Operations (GVA)



Madrid + Montreal

# What Should You Expect From The GDC?

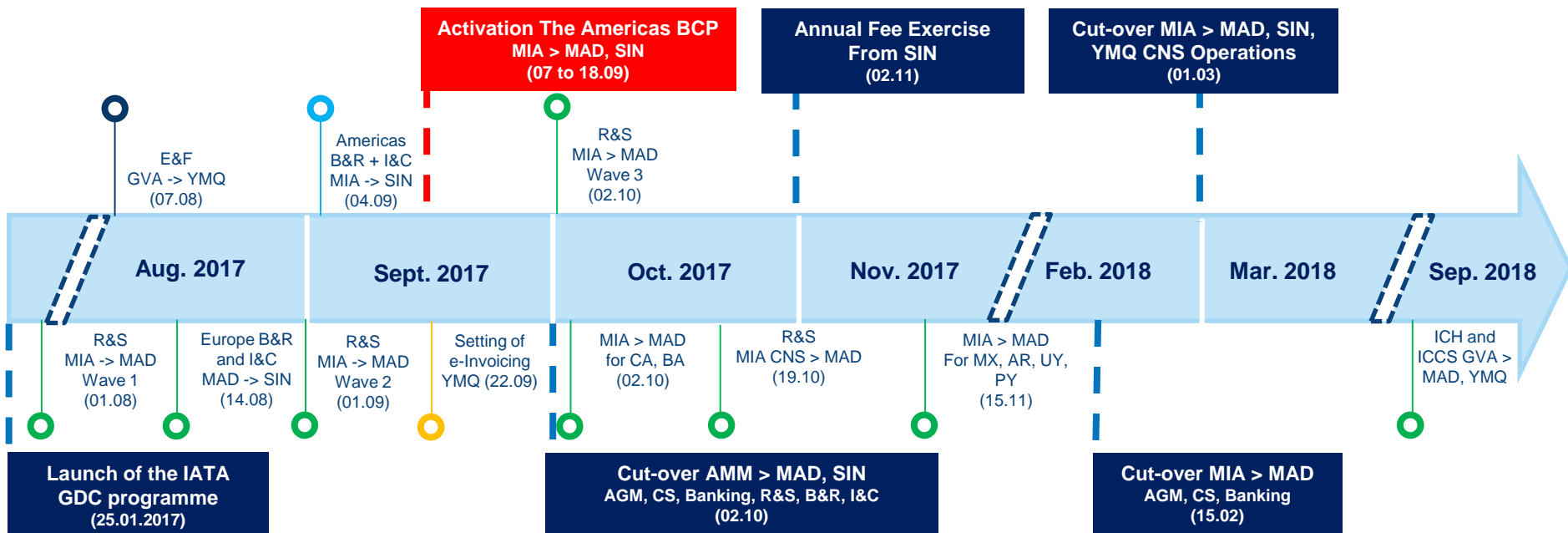
## ➤ What has changed

- The service is provided closer to our customers
- Extended telephone service hours
- Additional customer communication channels (i.e. Chat functionality; IATA Customer Portal App)
- Around-the-clock support for key services (i.e. Settlement critical services)

## ➤ What has not changed

- Service to our customers
  - Will be maintained and progressively enhanced (i.e. service hours linked to where our customers are based)
- IATA's global structure
  - Headquarters in Montreal
  - Executive office in Geneva
  - 5 Regional offices
  - Local offices

# Implementation Of The IATA GDC



## We Are Maintaining Our Service Levels To Our Customers

	Jan. to Sep. 2018	Global Target
CS Instant Surveys Satisfaction	85.8%	83.0%
SIS Instant Survey Satisfaction	85.8%	83.0%
Queries closed within 1 business day	87.8%	90.0%
Queries backlog in days	0.20	0.25
IRR processed on time	99.99%	99.98%
Unrecovered DEF (July 2018)	0.018%	0.014%
Long processes within 60 days - ACC	90.7%	90.0%
Medium processes within 30 days - ACC	97.6%	90.0%



# What's Next?

- Consolidation of the GDC operating model
- Delivering the GDC promise to our customers

