5th World Financial Symposium
17 – 20 September 2018
Madrid Marriott Auditorium Hotel & Conference Center
7th SIS General Meeting

18th 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

Customer-centric, market relevance

ISS and non-ISS i.e. NGISS

Think and act globally

Seamless service

Delivery

Processes

Global talent base
The GDC In A Snapshot

ISS Operations (AMM + MIA)
- Madrid
- Invoicing & Collection
- + Billing & Reporting
- Singapore
- FDS Operations (GVA)
- Madrid + Montreal

The IATA Global Delivery Center
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

- **Launch of the IATA GDC programme**
  - (25.01.2017)

- **Aug. 2017**
  - R&S MIA -> MAD Wave 1 (01.08)
  - Europe B&R and I&C MAD -> SIN (14.08)
  - Americas B&R + I&C MIA -> SIN (04.09)

- **Sept. 2017**
  - R&S MIA -> MAD Wave 2 (01.09)
  - Setting of e-Invoicing YMQ (22.09)

- **Oct. 2017**
  - MIA > MAD for CA, BA (02.10)
  - R&S MIA CNS -> MAD (19.10)

- **Nov. 2017**
  - MIA > MAD For MX, AR, UY, PY (15.11)

- **Feb. 2018**
  - MIA > MAD AGM, CS, Banking (02.10)

- **Mar. 2018**
  - MIA > MAD AGM, CS, Banking (15.02)

- **Sep. 2018**
  - Annual Fee Exercise From SIN (02.11)
  - Cut-over MIA > MAD, SIN, YMQ CNS Operations (01.03)
  - Activation The Americas BCP MIA > MAD, SIN (07 to 18.09)
  - Cut-over AMM > MAD, SIN AGM, CS, Banking, R&S, B&R, I&C (02.10)
  - Cut-over MIA > MAD AGM, CS, Banking (15.02)

- **ICH and ICCS GVA -> MAD, YMQ**
# We Are Maintaining Our Service Levels To Our Customers

<table>
<thead>
<tr>
<th></th>
<th>Jan. to Sep. 2018</th>
<th>Global Target</th>
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<tbody>
<tr>
<td>CS Instant Surveys Satisfaction</td>
<td>85.8%</td>
<td>83.0%</td>
</tr>
<tr>
<td>SIS Instant Survey Satisfaction</td>
<td>85.8%</td>
<td>83.0%</td>
</tr>
<tr>
<td>Queries closed within 1 business day</td>
<td>87.8%</td>
<td>90.0%</td>
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<tr>
<td>Queries backlog in days</td>
<td>0.20</td>
<td>0.25</td>
</tr>
<tr>
<td>IRR processed on time</td>
<td>99.99%</td>
<td>99.98%</td>
</tr>
<tr>
<td>Unrecovered DEF (July 2018)</td>
<td>0.018%</td>
<td>0.014%</td>
</tr>
<tr>
<td>Long processes within 60 days - ACC</td>
<td>90.7%</td>
<td>90.0%</td>
</tr>
<tr>
<td>Medium processes within 30 days - ACC</td>
<td>97.6%</td>
<td>90.0%</td>
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What’s Next?

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