

Air France wanted to convert paper tickets to electronic. We put them on *Le Nuage Neuf*.

We process four million tickets per month, with a 48-hour turnaround time and a 99.5 percent accuracy rate. *C'est magnifique, non?*



We've enhanced the accuracy of data management and revenue accounting.

The client now provides excellent customer service while keeping costs down.

The Challenge

Air France needed to dramatically streamline its data management process. The airline wanted paper-based tickets converted to an electronic format that was accessible by its accounting staff within 48 hours – from anywhere in the world. It was critical that revenue accounting personnel be able to access, view and manipulate report data in real time.

The Solution

Air France knew an in-house data management environment was not a viable option. The airline didn't have the technology to guarantee swift, accurate passenger revenue accounting. And investing in that technology was beyond its scope.

We developed an advanced scanning and data capture solution to process individual tickets. Now, at our processing centers, tickets are received and scanned, their data are captured through optical character recognition, and keyed and corrected. Documents are fully processed in less than 48 hours for data retrieval. We also manage the invoice process, reconciling paper and electronic documents to be billed to other airlines.

The Results

We've dramatically enhanced the accuracy of Air France's data management and revenue accounting process. The client can now provide excellent customer service and keep costs down. Among the metrics that bespeak the success of the initiative are:

- Four million tickets processed per month
- Less than 0.5 percent error rate
- Turnaround time reduced from six days to 48 hours
- Forty percent reduction in outsourcing costs over previous provider.

“Air France ultimately chose ACS because of its outstanding history of providing Passenger Revenue Accounting to the major airlines in North America, as well as two South Pacific international airlines.”

Henri Dillies,
Vice President,
Air France Revenue Accounting

You can learn more about us at www.acs-inc.com.



Sector: Transportation

Solution: Critical Data Management

Client: Air France

Challenge: Convert paper tickets to usable electronic images with minimal error and increased speed

Results: Delivered a data management solution, including real-time revenue accounting and reporting, with 99.5 percent accuracy

The Bottom Line

Air France wanted its paper tickets converted to electronic format accessible by its accounting staff within 48 hours. It was critical that revenue accounting personnel be able to access, view and manipulate

report data in real time. The airline partnered with us, and we converted paper lift tickets to electronic images for quick, easy processing by the client's revenue accounting department.