

easyJet expects to save £14M after implementing TA Disruption Hub with Intelligent Ticketing Switch

The British airline easyJet, a TA Connections customer for more than a decade, expects to save millions in the first year implementing the full TA Disruption Hub suite with the new Intelligent Ticketing Switch solution.



TA Disruption Hub is an end-to-end disruption management solution that provides a resolution plan for any passenger that's been disrupted during travel. TA Disruption Hub automatically monitors your entire airline for a possible disruption event and acts as a self-serve platform.

When disruptions occur, passengers receive a complete recovery plan including flight re-ticketing, hotel accommodations, transportation, and meal or flight vouchers, all within a white-labeled, self-service platform, so customers are in good hands.

TA Connections is constantly innovating and improving its solutions and recently developed a new feature for TA Crew Hub and TA Disruption Hub: the [Intelligent Ticketing Switch](#).

Intelligent Ticketing Switch is a new re-ticketing solution that connects seamlessly to multiple global supply channels, private inventory, airline consolidators, and directly to airline reservation systems, all in one interface.

When passengers are disrupted or crews need to be sent to another city, airlines can view inventory from all of these supply channels and rebook on any flight to get them to their final destination at the right time and with cost savings.

In February 2023, easyJet implemented the new capability and has already seen improvement in customer experience, time savings for easyJet employees, and cost savings driven by the power of [TA Disruption Hub](#) with [Intelligent Ticketing Switch](#).

With TA Disruption Hub and Intelligent Ticketing Switch, easyJet expects:

74%
of refunds happen
automatically

£14M
easyJet's expected
savings in 2023

80%
of passengers use self-
service when disrupted

easyJet's original process for reticketing customers

Before implementing the Intelligent Ticketing Switch capability, when travelers experienced a flight delay or cancellation, easyJet would manually issue credits for travel on other airlines. Customers would re-book their own flights, then send easyJet the receipt and receive a refund for the flight later. The process was often manual and time consuming for travelers and easyJet's customer service teams.

After implementing TA Disruption Hub with Intelligent Ticketing Switch

With the new Intelligent Ticketing Switch capability, passengers can re-book their own flights through a self-serve platform. Customer agents are able to switch bookings on their network or other networks, then offer it directly to customers through the TA Disruption Hub app to resolve. Plus, travelers don't have to pay anything for the re-booked flight up front and are able to tailor the resolution to their unique plans, which significantly improves the travel experience.

And because it's connected to TA Disruption Hub, there's automated pricing and fare optimization to ensure that the best-priced flight is booked. TA

Connections gives airlines the ability to be in control of the total cost of the resolution plan, helping airlines save significantly on overall cost.

Within less than a year of implementation, easyJet has seen massive benefits for:

- **Customer support teams:** easyJet team members are spending less time on individual resolution plans because customers can re-book their own flights on the self-service portal, and 74% of refunds are now happening automatically.
- **Overall cost savings:** easyJet has saved 20% on the 44,000+ hotel bookings that customers have made through the self-service TA Disruption Hub. easyJet predicts that it will save £14M GBP in 2023, within less than a year of implementation.
- **Traveler experience and satisfaction:** Through the Intelligent Ticketing Switch solution, easyJet has increased the number of tickets rebooked for same day travel, which is critical when travel windows are tight and schedules aren't flexible. 80% of passengers are now self-servicing when their plans are disrupted, beating easyJet's original target of 55%. Plus, customers can easily travel between airports if necessary and book transportation and flights on one app.

“Customer satisfaction has always been one of our highest priorities, and TA Disruption Hub with Intelligent Ticketing Switch has made it significantly easier for passengers to re-book flights, hotels, and transportation according to their specific needs if their travel is disrupted.

The self-service portal has also freed up time for our customer support representatives, allowing them to give a personal touch to cases that can't be resolved through the portal. This is all on top of the significant cost savings, which allows us to provide the best possible experience to our customers.”

John Leighton

Customer Management Director, easyJet



TA Connections is digital, mobile, smarter, and connected.

To learn more about TA Connection's Intelligent Ticketing Switch that simplifies flight disruption with a global flight inventory [download our article](#).

To find out how you can realize these cost savings and operational efficiencies, [request a custom demo](#).