

Service Delivery Management – Mobile Application

Real-time solution for capturing service delivery information for quick billing and increase the profits by data accuracy.

Challenge

- Airport service providers has quick turnaround time to complete the delivery and bill the customer before the take-off
- Capturing the data using traditional paper-pad leading to inaccuracy in terms of the quantities and service-timings
- Leads to disputes between the service providers and their airline and flight operator customers.

LSS's Solution:

- A mobile app that can interface with the service provider's contract management system.
- Records flight-wise services provided with its quantity and timings, real-time
- Helps the supervisors and managers, track and monitor the operations via mobile phone
- Customers to use the mobile phones to approve the services.

Customer Feedback:

It's a dream-come-true solution for the airport service providers as their staff can use a simple smart phone to update information and multiple people working for the same flight can work on the information simultaneously so that the collaborated information helps them for closing the billing the flight quick and easy.