



*With this unique overview of financial and non-financial information, we're able to track demand and address emerging trends in the marketplace.*



**Bruce Hitchens**  
Travelcard Manager  
Air New Zealand



## Air New Zealand

Flexible enquiry and reporting provides improved insight into customer travel behaviour, allowing more effective account management

### Background

Air New Zealand operates in a highly competitive environment where cost control, maintaining profitability and having the agility to respond to opportunities to improve customer satisfaction and loyalty are paramount to their success.

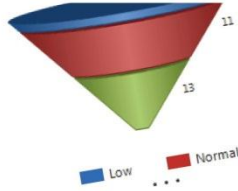
When Air New Zealand needed to invest in a new business system to support its objectives of delivering exceptional service levels to corporate customers, the e5 Card Billing Solution was the high flyer's number one choice.

With the help of Eclipse (formerly QSP), Air New Zealand's Account Management Team are now equipped with flexible access to information on recent and historical travel patterns, which enables them to proactively identify and secure the corporate arrangements most appropriate to each client's current needs.

### Challenge

Asked to describe the challenge Air New Zealand faced in its quest for the most appropriate solution, Bruce Hitchens, Travelcard Manager, Air New Zealand, said that there was a change in the strategic direction of Air New Zealand's corporate charge card program. This program manages and facilitates business travel expenditure for most of the major corporate companies within New Zealand. Inclusion of the global airline Universal Air Travel Plan Program (UATP) resulted in the need to embrace enhanced technology and therefore a new system in pursuit of excellence and business advantage.

Briefly explaining why Air New Zealand choose the Eclipse solution, Bruce said, *"The need for a multi-currency, highly functional system led to the release of a worldwide RFP that drew several responses from various software developers. At the completion of a thorough review process Air New Zealand selected the Card Billing solution proposed by Eclipse. The Eclipse solution achieved a high score in relation to functionality requirements. Also, Eclipse demonstrated its solid Airline experience having developed a Solution to address the Card Billing requirements to deliver a high level of service to Airline corporate Customers."*



*Other benefits aside, it is this enhanced customer service capacity, and the ability to anticipate and address our customer's needs, which has contributed to our sustained customer loyalty in a fiercely contested market.*



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Travelcard Manager  
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## Solution

The Eclipse Solution utilised e5's Card Billing, a flexible billing and collection system specifically designed to support Air New Zealand's corporate charge card program. e5 Card Billing allows the effective management of all aspects of running such a program, and provides significant cost savings and marketing benefits.

As a high volume transaction based solution, e5 Card Billing can accept and automatically process electronic feeds of all data used for card billing. This includes data coming in from airline sales and ticketing systems, ARInc data, data streams required for reporting to IATA, Club Memberships, General Ledger output and even scanned and processed account data.

Most of the functions within the system, including inter-airline settlement processing, cash allocation, dunning and statement processing, can be run automatically, leaving staff free to concentrate on customer care.

## Outcome and Benefits

Following implementation, the Card Billing solution provided several distinct advantages to Air New Zealand's business, including the additional revenue streams afforded by the ability to carry a global brand, FX billings, more internal user acceptance and much improved customer and management reporting. *"The subsequent growth of the product was in many ways made possible by the ability to modify the working solution to meet the changing market environment,"* explained Bruce.

*"The full power of the comprehensive information collected through Card Billing is accessible to our business, through integrated Business Intelligence technologies. With this unique overview of financial and non-financial information, we're able to track demand and address emerging trends in the marketplace. We can clearly communicate usage history and cost-savings to all clients, in terms of their own familiar organisational structures - something of particular benefit to our largest clients".*

*"Other benefits aside, it is this enhanced customer service capacity, and the ability to anticipate and address our customer's needs, which has contributed to our sustained customer loyalty in a fiercely contested market,"* added Bruce.



## Customer:

Air New Zealand

## Solution:

e5 Card Billing Solution

## Industry:

Airline

## About Air New Zealand:

Air New Zealand is an international and domestic airline group that provides air passenger and cargo transport services within New Zealand, as well as to and from Australia, the South West Pacific, Asia, North America and the United Kingdom.

Air New Zealand also encompasses business units providing engineering and ground handling services. Subsidiaries extend to booking systems, travel wholesaling and retailing services.

## Why choose e5?

- Eclipse's proven track record in the Airline Industry.
- Industry specific solution developed to support Airline Card Billing and Loyalty programmes.
- Leading edge flexibility and functionality.

## ROI

- Superior levels of customer service and increased customer loyalty through more informed staff and greater reporting options when billing and Sector discount management.
- Flexible enquiry and reporting provides improved insight into customer travel behaviour, allowing more effective account management.
- Improved cash flow and revenues.
- Automation of many standard functions including interline settlement processing, cash allocation, dunning and statement processing, leaving staff free to concentrate on customer care.

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