

Loyalty Management Services

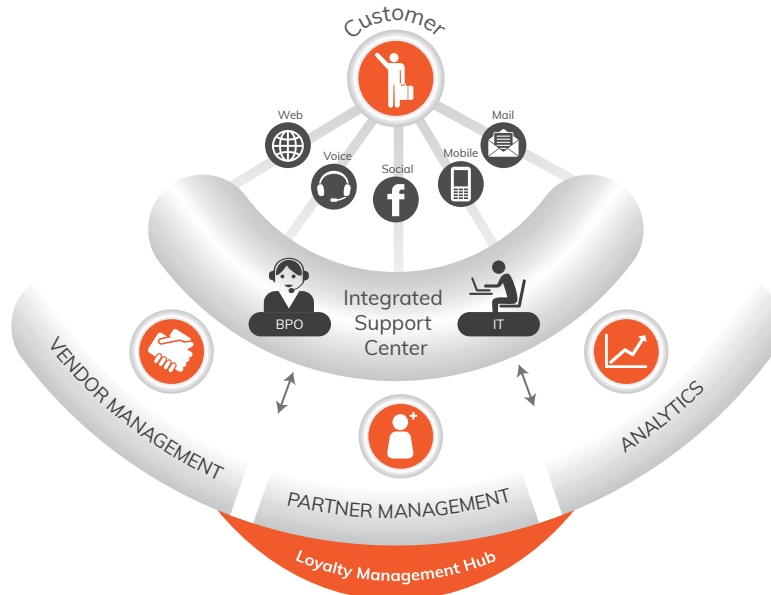
20% Cost Savings Delivered
Through Technology-Enabled
Services



Loyalty Management Services

In today's competitive scenario, companies use loyalty programs as a means to retain customers and keep them engaged. With the increased use of technology and data analytics, companies can have a greater understanding of the customers to achieve their true loyalty.

IGT Solutions provides a unique, comprehensive, and strategically aligned loyalty program management services that helps in achieving higher revenue as well as driving customer delight.



Enrollments

Collection of loyalty enrolment forms globally

Enrollment of customers into web-based client app

Points Accrual

Customer service for FF program members

Implementation of revenue-based mileage accrual model

Retro Miles

Back-Date miles updation

Bonus miles updation

Partnership miles updation

Redemption

Make purchases using miles

Mobile Apps for loyalty program to view miles, partner stores listing & map, scan receipt & get personalized deals

Fulfillment

Preparing starter kit for all member levels

Maintaining stocks and managing dispatches

Why IGT Solutions?

- Committed to simplify complex customer interactions while delivering a seamless experience, IGT provides integrated BPM, Technology and Digital Services & Solutions for clients across industries for over 20 years.
- 20% cost savings delivered to a leading South Asian airline through technology-enabled loyalty program.
- End-to-end deployment, fulfillment and management of loyalty program for a leading South Asian Airline.
- Comprehensive loyalty management solution from inquiry to availing final services through highly skilled professionals with multi-channel, multi-lingual support.
- Optimized revenue per call while still maintaining excellent CSAT Scores for the world's leading airline.
- 100% TAT and accuracy in loyalty management back-office operations.



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