Staff resourcing

Our professional teams are well-equipped to deliver outstanding service to your customers, no matter how specialist the project.

Some examples of what we can help with include:

Helpdesk support
We're available to provide support for services including GDS and NDC help centres – for example, handling the onboarding journey and acting as first line triage.

Additional resource
We understand how challenging busy periods or disruptions can be, especially when you're pressed for resources. Our agile, GDS-trained teams are able to respond quickly and lend a hand during particuarly busy periods.
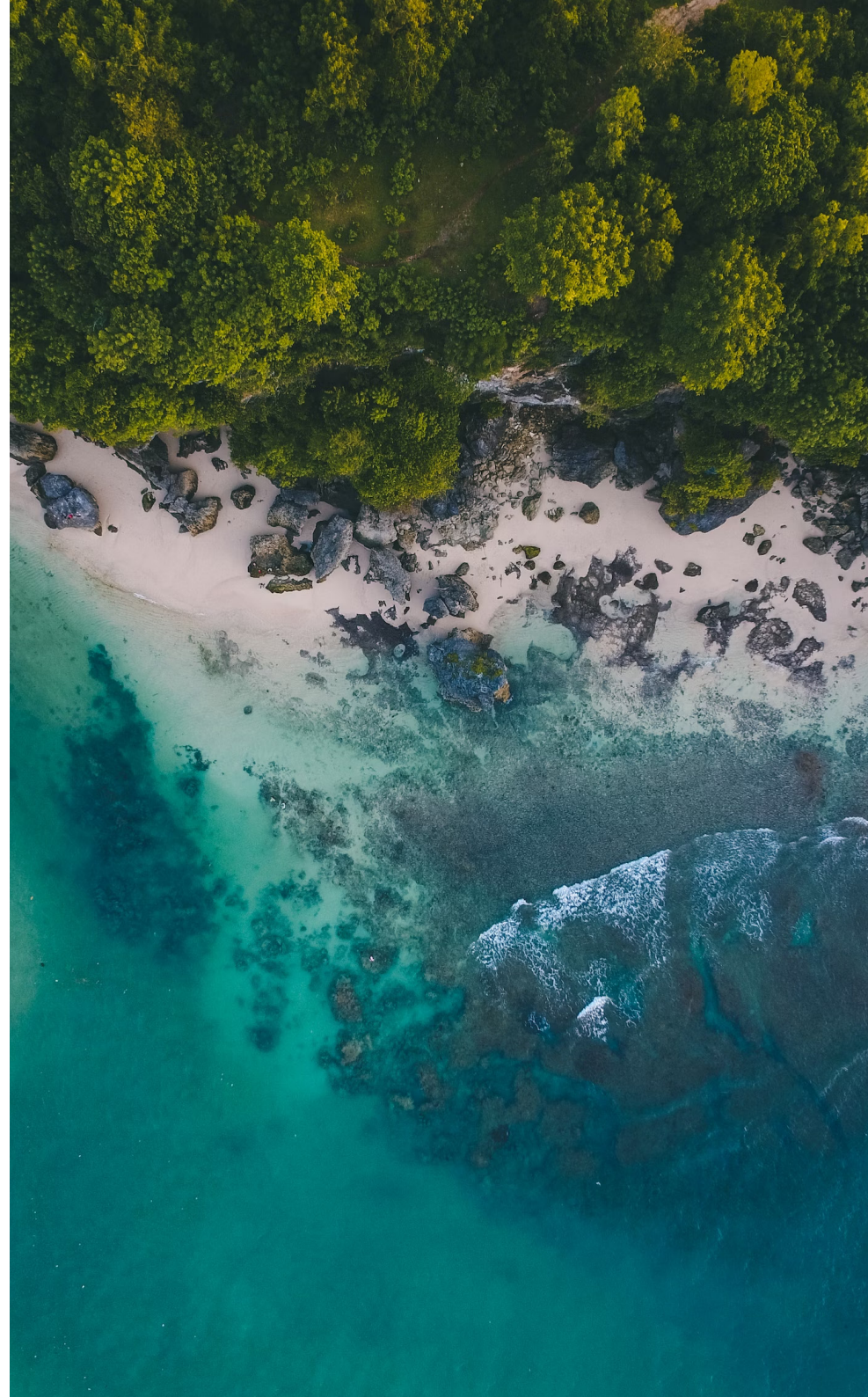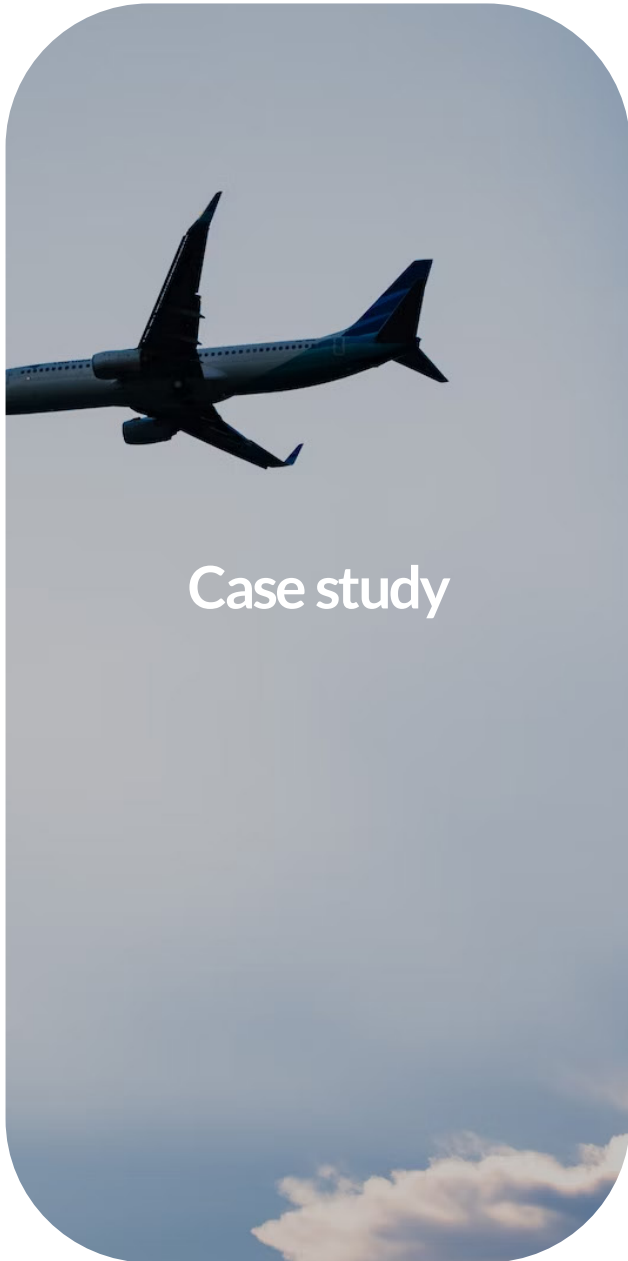
Ad-hoc projects
No matter how niche your requirements, we're experienced in handling a whole variety of airline branded services.

Anything else!
If you'd love to launch a particular service but can't see it on the list above, don't worry! Let's chat about how we could bring your vision to life.

Case study

Scenario

Following the airline's launch into NDC, they wanted to upscale its onboarding and adoption by launching an enhanced, dedicated NDC Support Centre.

Gateway

As one of the airline's key distribution partners, we were asked to own and manage the airline's NDC Support Centre for new and existing travel industry customers and tech aggregator partners. This included:

- › Initial registration, account set up and onboarding of new NDC users.

- › Creation of best practice workflows, training documents and guides.

- › Development integration support and certification of API flows into the airline's NDC schemas.

- › Fare and critical incident investigations, resolutions and escalations.

- › NDC Support Centre ticket issue management of general enquiries within defined SLAs.

Outcome

- › Due to our NDC expertise and agile product ethos, the service was implemented from concept to launch within three months.

- › Due to our upscale flexibility, the airline outsourced further workloads to us which allowed them to resource more efficiently.

- › Mass adoption was targeted and fulfilled with minimal drag.

- › Defined airline SLAs were met and exceeded.

- › Customer satisfaction scoring significantly increased and customer implementation times to NDC were reduced.