



JET2 & JET2HOLIDAYS

Business Support success with the UK's largest tour operator & 3rd largest airline

BACKGROUND

Providing European Package Holidays.

Jet2Holidays is the UK's largest tour operator offering package holidays to the Mediterranean, the Canary Islands and European Leisure Cities from 9 UK airports. Under the same brand is the company's commercial aviation business, Jet2.com. With 12 million customers in the sky in 2019 and over 100 aircraft operating throughout summer, Jet2.com is the UK's 3rd largest airline.

With so many customers and rapid recent growth, Jet2 faced a challenge during peak periods to log customer complaints and send them off to the relevant department for further investigation and also to manage the seasonal upturn in hotel stop sales. Given the nature of these tasks, accuracy and the need for world-class business processes is paramount.

THE SOLUTION

A Virtual Workforce with BSS.

To overcome their business challenges, Jet2 have gradually built a team within Open Destinations' Business Support department, totalling from 30 to now over 130 staff. These are made up of Finance, Customer Admin teams, Data Controllers, and Team Leaders.

With significant responsibility being handed over to Open Destinations, it was essential for Jet2 to recruit the right staff for two distinct functions and become a seamless extension of the team. To accomplish this, staff were trained over two weeks in Goa, covering Jet2's processes and applications and Go-Live supervision.

45k

Hotel stop sales managed

46%

Improvement on 2018 hotel contract loading accuracy

12%

Reduction in Handling time

THE RESULT

Demonstrating Speed and Accuracy.

With a highly-trained, committed and dedicated Business Support team and bi-weekly quality sessions in place, notable performance improvements did not take long to achieve. The Data Control team has loaded over 450,000 hotel stop sales to date (09.08.19) with an error rate of just 0.42%. This is significantly lower than the agreed Service Level Agreement (SLA) of 1.5% and demonstrates a 46% improvement on 2018 hotel contract loading accuracy. There was also a significant improvement in the Productivity SLA; 114.0% compared with the 95% target, so too the Average Handle Time (AHT) of 52.63 seconds versus an SLA of 60.00 seconds.

The Customer Administration team tasked with querying and investigating customer e-mails has also consistently exceeded the daily logging target and reduced the backlog of emails to achieve a peak-period SLA of less than 2 working days.

As the Jet2 business has grown exponentially in 2019, the Open Destinations Business Support Service team has made a positive contribution to the business with high levels of efficiency in service and cost.

“Open Destinations have impressed with their dedication, focus and attention to detail. They have been a pleasure to work with and have become a valued extension to our UK based team.”

Chris Flanagan – Head of Customer Service & Contact Centre Support, Jet2.com & Jet2holidays

Business Support Services allows you to focus on your products, sales and revenue.

We deliver high quality communication to travellers throughout their entire trip experience: from booking, payment, confirmation and itinerary to trip information and management.

sales@opendestinations.com OR +44 (0)207 553 9220

  @OpenDest