



Real-Time payments integration to enhance ticket booking for a leading aviation company

Customer business objective

The customer is one of the largest airline in the country by number of domestic passengers carried, with a market share of 13.3%.

The airline was trying to find out ways to enable UPI Payment as an option for flight booking for its customers in its online ticket booking channels and other UPI supported platforms.

Addressing the objective

To address the customers' requirements, we created an interface which would seamlessly integrate the UPI services to customers online ticketing portal which can then be used by its customers to buy flight tickets and make real time payments. The solution made use of Virtual Payment Address for Real Time Payments using UPI to simplify the ticketing process for users.

This approach allowed the end customers from any of the 100 plus participating banks to do payments anytime and from anywhere

Value of our partnership

Mindgate connected the airlines portal with the UPI Platform, for ease of use Virtual Payment Address(VPA) was created which could be used by customers to complete the payment for flight tickets.

This feature has helped the airline in the following:

- Gave the airline's customers a safe and secure option for booking their flight tickets
- Increased the volume of flight ticket sales
- Decreased the collection cost to the airlines
- Provided visibility in terms of collections to the airlines

Benefits accrued

Higher Customer Satisfaction

- The integration with UPI payment platform has enabled end customers to make payments securely and with ease.
- The customers now find the whole process of booking tickets to be Convenient, Time saving, Uniform experience and has given flexibility of payment channels.

Simplified Process

- The use of Virtual payment address has ensured that the process is more simplified and less time consuming for back end operations and reconciliation.

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