

Mercator Case Study

Hahn Air adopts Mercator's RAPID for Revenue Accounting



"We expected a high-performance system with more or additional features, including better support. Team Mercator has proven to be very professional and always providing a high level of product and customer service support. We recommend RAPID to any business looking for an industry leading revenue account management solution which complies with IATA and industry standards".

- Alexander Proschka, Project Manager, Hahn Air -

German-based Hahn Air founded in 1994, specializes in generating additional revenue for its hundreds of airline partners worldwide. The company has become the ticketing expert and leader in interline electronic ticketing (IET) operating the industry's leading universal ET Platform. More than 3 million coupons per year are issued on Hahn Air e-tickets and 85,000 IATA and IATAN travel agents in over 190 countries are using Hahn Air.

In 2009, and due to its unprecedented success, Hahn Air was no longer able to manage its financial operations with its existing technologies. It sought the assistance of Mercator to provide a revenue accounting solution that was able to support the growing demands of the business.

To achieve Hahn Air's business objectives and growth plans, a specialist team of experts surveyed and benchmarked a range of revenue accounting systems available in the global market. Hahn Air chose to partner with Mercator and employ its revenue accounting software, RAPID to manage the company's financial operations.



As Hahn Air is not only a scheduled airline with only one 8 seat aircraft in operation twice a week, but with over 250 interline agreements worldwide this posed a new challenge for Mercator and Hahn Air.

The teams worked together to identify the scope of the project and resource requirements; and undertake a process study to identify how Mercator could best deliver on Hahn Air's requirements. The findings from the study informed changes to internal processes at Hahn Air, and the need for Mercator to develop additional functionality to the RAPID product in order to meet Hahn Air's requirements.

The enhanced product was implemented within a 12-month timeframe, and the project delivered on time and within budget.

Some of the results reported from the client to Mercator include:

- Increased efficiencies and effectiveness in reporting, enabling Hahn Air to review revenue performance in real time.
- The ability for Hahn Air to provide improved levels of sales support to its airline partners.
- Increased abilities for management reporting, and faster commercial decision-making.
- Cost savings via accounting processes transitioning from a manual to fully automated system.
- Cost savings in human resource with no need for additional staff to support the solution or to operate RAPID required.
- Enhanced capabilities built into the product around revenue and interface controls, enabling Hahn Air to direct their attention towards profitable areas.
- Identified revenue leakage through Fare Audit, BSP rejections etc. and opportunities to rectify the problem.