ATAIN

CASE STUDY

# AI-Led Refund Automation Delivers 99% Processing Accuracy for a Leading Middle Eastern Airline

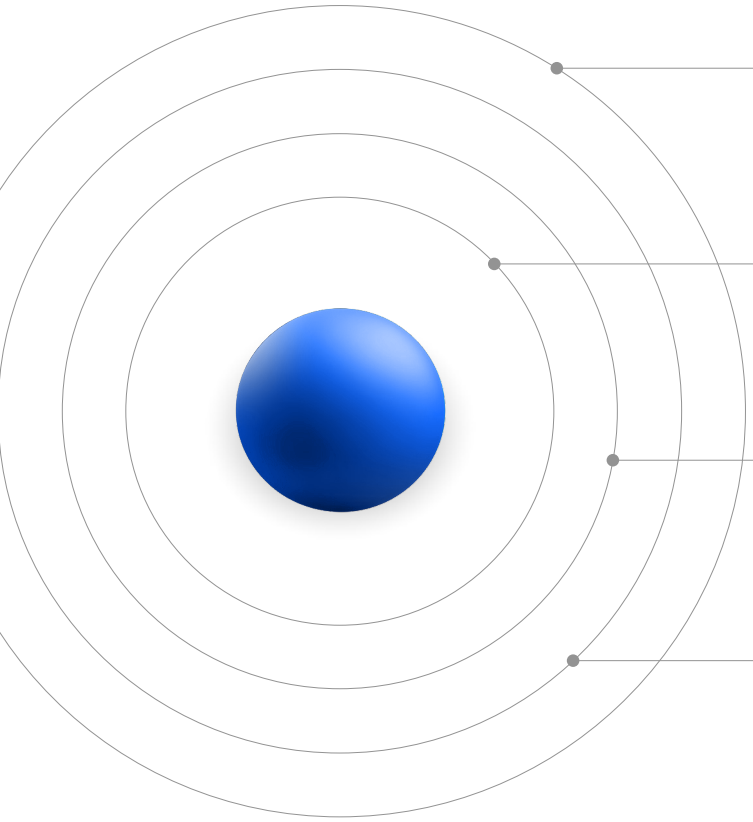
© 2026 Atain

# Executive Summary

When rising volumes and complex fare rules made processes inefficient and error-prone for a leading Middle Eastern airline, they partnered with Atain to transform its refund and reissue operations.

Atain reengineered the workflow using AI-led orchestration, reducing refund processing time from 20 minutes to 20 seconds while improving accuracy and enabling faster decision-making, delivering consistent, assured outcomes at scale.

# Scale and Growth Metrics



### Processing Time

20 minutes
20 seconds

### Processing Accuracy

Error-prone
99% accuracy

### Handling Time

High manual effort
~90% reduction

### Audit Coverage

Limited visibility
100% coverage

Performance Metric · Initial State · Current State

# Business Challenges

### Processing Complexity

High volumes and complex fare rules slowing down processing

### Manual Errors

Manual workflows leading to errors in refunds and reissues

### Decision Inconsistency

Inconsistent decisions impacting customer experience

### Audit Gaps

Limited audit visibility causing revenue leakage

# Solution: AI-Led Orchestration Framework

With Fare Note Interpreter(FNI.A) at the core, Atain orchestrated an AI-led automation framework to simplify and standardize end-to-end workflows across refund and reissue operations. Data, rules, and decisioning were unified into a single system, enabling a shift from manual interpretation to intelligent execution with consistent outcomes at scale.

# Key Transformation Levers

01 End-to-end automation across refund and reissue workflows

02 Rule-based decisioning embedded into system logic

03 Integration of data sources for unified processing

04 Standardized execution across transaction types

© 2026 Atain

# Business Outcomes

### Faster Processing

Faster, end-to-end processing of refunds and reissues

### Higher Accuracy

Improved accuracy across all transaction types

### Operational Consistency

Consistent and standardized operations

### Reduced Effort

Reduced manual effort and simplified process management

# From Fragmented Workflows to Unified Execution

Atain transformed a complex, manual process into a high-speed, precision-driven system. By orchestrating data, rules, and workflows, we enabled near-instant decisions, reduced variability, and delivered consistent, assured outcomes at scale.

ATAIN

Atain is an enterprise orchestration partner that brings people, processes, and platforms into sync with AI to redefine the future of work. By orchestrating expertise, Atain accelerates velocity to eliminate variability and deliver assured outcomes.

For more information, visit **www.atain.com** | **mktg@atain.com**