



Company overview



ITL Aviation Services (ITLAVS) is a dynamic and professional enterprise offering Airlines representation services in the Indochina region. ITLAVS offers General Sales and Services Agency (GSSA) to Airlines companies for both Cargo and Passenger related business focusing on Sales, Services and other Value Add. ITLAVS operates with a wealth of experience using success driven methodology in this region allowing Airlines companies that engaged our services to concentrate on their core business and/or core regions.

Company profile

Company Name: ITL AVIATION SERVICES

Year of establishment: 1999

Head Offices: 52-54-56 Truong Son Street, Tan Binh District, Ho Chi Minh City

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General Director: Mr. Ben Anh

Annual Sales: USD 86 Million (Y2012)



Airlines Cargo GSSA

Airlines who are looking to outsource their cargo division to focus on their core passenger businesses will find ITL Aviation Services as their truly strategic local partner.

With our profound local expertise and wide connection within the local freight forwarding industry, ITLAVS is able to tap on support from leading companies in the forwarding industry to capture a sizeable market share for the supply of freight to meet the demands of existing and potential Airlines partner.

ITLAVS has a professionally setup structure and is able to provide a full range of GSSA services with minimum costs so that our Airlines partner can enjoy the most out of our partnership.



Sales and Marketing

ITLAVS provides a dedicated sales-driven team to our Principal Airlines in the execution of sales and marketing activity. Our team consists of very knowledgeable individuals who have over the years built excellent contacts within the cargo industry and are trained to comply with strict Airlines identification and policies.

Market research and assessment

Establish Distribution network

Market penetration initiatives

Promotion and Branding

Yield and space optimization

Local resource commitments / targets

Professional booking & reservation services

Comprehensive Sales report

Quarter Business Review with key agents (QBR)

Continuous improvement initiatives

Operation and administration

ITLAVS has a team of operators equipped with local know-how and is well versed in international regulations to support these back end process of our Airlines representation. Cargo operations and handling are being carried out in strict compliance with Principal Airlines' policies and to conform against local handling procedure and IATA regulation. Our well trained and IATA certified operation team takes it very personal to ensure that all cargo we received is properly managed and executed till they are loaded on board an aircraft.

AWB stock management and allocation

Cargo supervision and documentation (inbound and outbound)

Weight balancing/ Load control by certified staff

Transfers and transshipments

Irregular / Claim processing



Airlines Passenger GSSA

ITL Aviation Services offers Airlines companies a low-risk method of entering this new and challenging market in Indochina where understanding of local culture yet embracing international approach are key factors to success.

Our team of professionals is made up of the best individuals from this market coming with a great wealth of experience from their previous work with other leading Airlines companies. With our local expertise, ITLAVS is able to support Airlines for all Passenger GSSA requirements ranging such as Sales & Marketing, Passenger handling and supervision, Promotion and Advertising, Administration and PR and much more.



Sales and Marketing

As true professionals, our team constantly keep tap on the competition in the market and keep ourselves abreast of all latest market trend which we use to identify business opportunities.

A lot of time is invested into relationship building so that we have a leading distribution network made up of travel agencies, tour operators and ticketing offices. Regular visits are made to our distribution network to enhance the effectiveness and support they bring to us which we in return, can relay the benefits back to all our Airlines partners.

Market research and route analysis

Proposal and development of products and fare

Field sales visit / Distribution Network calls

Direct mailing to selected market segment

Promotion activities

Sales seminar

Familiarization trips

Comprehensive sales report

Brand compliance

Passenger handling and supervision

One of the foremost priorities of ITLAVS is the assembly of a best-in-class team of customer service representatives and supervisors.

Some highlights of passenger handling and supervision services we provide for Airlines:

Reservation and ticketing

Check-In Services

Luggage Handling.

Lost & Found

Arrival and Transfer Services

Advertising & PR

With in-depth knowledge of the business and social cultures of the countries in which we operate, ITL Aviation Services will carry out appropriate Advertising and PR campaign to

Printed material distribution

Poster and bill board advertising

Press release and conferences

Product Seminars

Product launch events

Media advertising



Ground handling - Ramp handling

Local ground handling practices and process makes it complicated for Airlines to work in this market and is especially a huge challenge for non-schedule Carriers. The process involved tying up with several organizations and agencies to be able to perform these back-end work effectively.

ITLAVS fully understands the complication of local process for Airlines ground handling. Through years of experience working with relevant Airport Authorities & various entities, our team can consolidate and provide seamless ground handling for Airlines regardless of the type of aircrafts in operations be it wide body or props charter.

Aircraft handling and documentations are executed in accordance to Airlines' requirements and are in compliance with IATA recommended practices.

Aircraft loading / unloading

Baggage sorting and transportation

Cabin cleaning

Air starter and GPU

Push-back and towing.

Brake cleaning.

Lavatory and water services

ULD control



Flight support

In addition to our core services, ITLAVS has the proficiency to support Airlines with other value add that may be required from time to time or on regular basis.

Over-flight permit. Landing permit

VIP lounge

Fueling services

Crew transportation and accommodation. VISA

Catering



Other services



Charter & brokerage

Using our connections with overseas partners and working closely with dedicated charter fleet of our partner Airlines, we are able to offer a very comprehensive service to customers anywhere in the world.

Sourcing of Aircraft for both passenger and cargo to meet with your specific need (Oil & Gas Industry, Projects, Oversize/Overweight, Urgent cargo, Executive charter, etc.)

Charter permit

Interlines

In co-operation with several Airlines we represent in this region, we will be able to connect interlines agreement between them. This will help extend Airlines network coverage geographically and at the same time provide the market with expanded service which will benefit all relevant parties. .

Finance

ITLAVS is a financially healthy company with yearly audited set of accounts. We conform strictly to local accounting regulations in the countries we operate in and have a track record of sound finance capabilities.

Our financial and accounting practices for partner Airlines we work with is a well designed and documented process leaving them with peace of mind that their investments are put to good use and returns are meticulously reported and paid in a timely and transparent fashion. Highlights of our financial functions:

Provision of Bank Guarantee

Billing and collection services

On time payment/remittance

Preparation and provision of required sales and accounting reports

Refund processing

Tax consultation





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