



## Charter airline, ticketing solutions and global distribution system company benefits from transparent pricing and impactful payments reporting

Hahnair soars by using Worldpay's Pazien analytics platform to help manage complex customer base



### Objective

Partner with a payments company that offers global capabilities, transparent pricing and impactful reporting.

### Worldpay solutions

> [Pazien](#)

> [Enterprise Payment Solutions](#)

### Impact

Improved payments visibility;  
Better business decisions;  
Cost savings realized.

**Hahnair** is a German scheduled and executive charter airline. Since 1999, the company offers indirect distribution services to other airlines, and provides ticketing solutions to over 100,000 travel agencies in 190 markets.

Today, Hahnair's network encompasses more than 350 partner airlines. Every nine seconds, a passenger is boarding a plane using a Hahnair ticket at one of 4,000 airports around the globe.

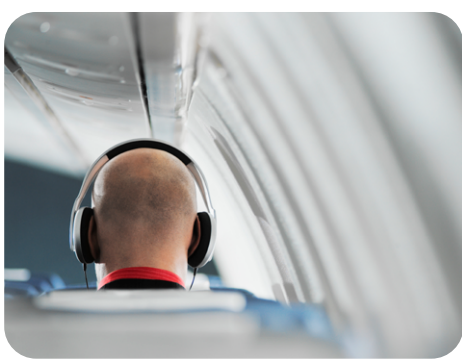
### Global payments capabilities sought

According to Hahnair's VP, Head of Payments, Benjamin Sibbald, his company was looking for a payments partner with global capabilities – one that also offered visibility and transparency regarding costs, and likewise provided quick resolutions when any issues inevitably might crop up along the way.

Benjamin also notes that Hahnair needed a payment system that would give the organization the visibility to manage their complex customer base.

### Worldpay name, brand and reputation important considerations

"We were initially attracted to work with Worldpay because of the strength of their brand and their overall reputation in the market in general, coupled with their expertise in the airline industry in particular," Benjamin says. "At Hahnair, we strive to deliver smart solutions that bring value to our customers. Our partnership with Worldpay is a perfect match that supports us in fulfilling this aim."



“One of the main benefits of working with Worldpay are their people.”

Benjamin Sibbald, VP, Head of Payments, Hahnair

# 20%

## Acceptance rate improvement



### Reports from Pazien analytics platform help improve acceptance rate

Benjamin points out that the Worldpay solutions Hahnair uses gives them visibility into their payments, which, in turn, gives them the power to make better business decisions.

"Due to all the processor, acquirer and gateway reports we receive from Worldpay's **Pazien** analytics platform, we uncovered an issue with acceptance from one of our regions," he explains. "We have now seen a month-on-month acceptance rate improvement of around 20%. Also, as a result of additional conversations with the Worldpay team, we have discovered the potential for savings on processing payments from one of the bigger countries and regions."

### Experienced employees make all the difference

A Worldpay customer since 2016, Benjamin is quick to acknowledge the strength of Worldpay's personnel.

"One of the main benefits of working with Worldpay are their people," he affirms. "Their overall payments knowledge and the speed of their responses to any questions we may have helps us address any challenges. Furthermore, Worldpay's proactive quarterly business reviews are a great way to bring focus to improvements and upgrades to processes – plus it gives us a bigger overview of what is possible."

### Value and knowledge second to none

In closing, Benjamin states, "We picked Worldpay because they are the biggest and the best. We stay with Worldpay because of the high quality of their people. The value of the service we get and the knowledge we receive from the Worldpay team are second to none."

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Benjamin Sibbald, VP, Head of Payments, Hahnair

## Next steps

As your trusted payments partner, Worldpay is on a mission to fuel smarter commerce. Find out how Worldpay can help you take, make and manage payments more effectively.

[Learn more](#)