

IndiGo appoints Juspay as official payment partner

- A Monitor Desk Report

Date: 31 May, 2023



This alliance allows IndiGo to offer its customers a secure payment experience for all flight bookings, domestically and internationally, across 26 different currencies.

The airline will offer hassle free customer experiences across all touchpoints, such as in-flight, ground services, and even digital platforms like their website and mobile app. In their pursuit of continuous improvement, they recognised payments as a vital element to further improve the customer experience. The new payment orchestrator will allow IndiGo's customers to complete their bookings with ease, providing a seamless experience which will make the payment process simpler, faster, and more secure.

"As a customer centric airline, we are committed to provide our customers with the best possible experience at every touchpoint. We are excited to partner with Juspay to enhance our customers' booking experience and offer them a wide range of secure and convenient payment options," said Neetan Chopra, Chief Digital & Information Officer, IndiGo. "Juspay's expertise in the Indian payments ecosystem and cutting-edge technology will help us to provide a seamless and hassle-free payment experience for our customers."

"We are thrilled to be partnering with IndiGo to support their goal of providing a seamless and hassle-free booking experience for their customers," said Sheetal Lalwani, chief operating officer, Juspay. "Our robust payment processing system

and analytics solutions will ensure that all transactions are secure and protected."

Juspay's smart routing configuration guarantees that customers consistently have access to a working payment gateway for smooth transaction processing. Additionally, Juspay's analytics engine consolidates and presents a comprehensive view of payment performance through an easy-to-use dashboard, enabling IndiGo's team to effortlessly manage payment operations, such as adding multiple payment gateways, handling transaction routing rules, and overseeing refunds and reconciliations.

-B