Design & Development of Single Network Application for Leading Airline in North America

Client Overview

Client is a major airline based in the United States headquartered in Atlanta. It is the world's largest airline operating under a single certificate, operating flights on six continents across the globe

Business Need & Challenges

- Build the interactive web based interface of the Airport Suite by eliminate the need for the agents to be familiarized with the complex legacy system command formats.Better agent experience with an intuitive user interface (no more memorization of DL-Term entries), increased automation, and streamlined processes
- Better customer experience with more robust functionality, efficient processing, and recognition of high value customers
- Dynamic technology solutions that support continual changes in the airline industry
- Develop a next generation airline system that improves and provides a stand-alone system which handles check-in, reservations and gates operations faster and with ease for the agents to use and provide quick customer service
- Significantly reduce the agent training requirements and increase adaptability of the application with the simplified tasks

Application Overview.

Single Network APPlication (SNAPP) is an innovative and industry-leading application which will combine curbside, bag drop, check-in, sky club, gate, service recovery, and baggage service office applications into a single platform for a more streamlined and user-friendly experience for ACS agents. It will be used in all proprietary and common-use locations

Solution

Hexaware's execution strategy includes

- Onsite-Offshore development model
- Build single common code base and single deployment application system which has eventually reduces the application maintenance and enhancement cost
- Reduce the overall application development complexity using service oriented architecture & enterprise data
- Build interactive web based interface of the Airport Suite, eliminative the need for the agents to be familiarized with the complex legacy system command formats
- Build enterprise solutions which are incorporated to allow re-use of common elements across functions and better maintainability.
- Best practices viz. framework based design leading to ease of maintenance
- SOA Interfaces with backend legacy systems

Technical Environment

- WebSphere7.0
- Java EE, Google Web Toolkit (GWT) ,Java design patterns
- OOAD,UML
- Spring, Java Web Services
- IBM Extreme Scale
- Other technologies like AMS, IBM RAD

Business Benefits

- Automation of many aspects of frontline agent's jobs, alleviating agent workload and allowing for more focus on customers. Examples
  - Auto-print paperwork, such as F/A paperwork, flight plan, and departure paperwork
  - Auto-perform functions such as reducing inventory, looking for hung seats, and more...
- Automatic data capturing for reporting and analysis & alerts
- Better agent experience with an intuitive user interface, increased automation, and streamlined processes
- Process consistency for agents across all stations
- Reduces transaction times between 19-34 seconds for full service (domestic and international)
- Allows for consistent HVC/Sky Priority customer differentiation
- Enables metric capture for data driven decision making
- Reduces transactions by 7 seconds for bag drop (domestic and international)

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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