



Case Study

Digital Transformation Programs in client's global website, Passenger Reservations, Airport Customer Service and Crew

Client Overview

World's largest airline operating flights on six continents across the globe

Business Need

- Modernize existing legacy applications.
- Redefining process enabled a consistent user experience & simplified training effort on agents
- Intuitive UI : Modern Front End User Interface made work easy for agents and end users
- API/ Micro Services based interface layer for seamless workflow.
- Mobile-First across Business Transformation initiatives

Hexaware Approach

- Enterprise solutions built around service-oriented architecture concepts
- Gathered requirements and identified system use cases after extensive interactions with the business and the airline's field agents
- Re-Platforming the applications using latest technology stack and implementation of DevOps eco system.
- Automation Testing and streamline backend processes to enable agents to board passengers faster
- Implemented SAFe Agile and Hexaware accelerators to get to market quickly
- Automation Quality Assurance: Strategy, planning and execution for multiple environments and devices compatibility testing and functional testing.

Business Challenge

- Speed to market implementation for technology changes
- Achieve CSAT of 80% or more



Business Benefits/ Impact

- Achieved > 80% CSAT
- Increased revenue of 23% YOY
- Increased usability of website led to more direct ticket sales by the customer
- Reduce overall Agent handling time by 10-30 seconds
- Reduce cost associated with lengthy training time and new hire
- Improved passenger service through Mobile Apps
- Improved overall employee work experience and improves level of customer service.

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