



Data Migration Solution Transforms a Leading Airline’s MRO Operations

The Need

The client is a state-owned aerospace and engineering company, which manages the maintenance, repair and overhaul (MRO) business of a state-owned airline in mid-east Asia with a fleet size of more than 150 aircraft. It is one of the top MROs in the world and the largest in the region.

- High Call Center dependency for proposal creation & claims notification / Status
- High Drop Rate on existing Portal
- Long Time for Proposal Creation
- No online Claims Service.

Business Benefits

- Clean data available in the new target application
- Access to a single version of the facts through the DWH
- Increased efficiency of the data provided to the Management Information System (MIS) team

Existing M& E Applications	Description
Material Management Information System (MEMIS)	Handled all the material management details and included the Store Management, Purchasing and Logistics, Demand Forecasting and Material Management modules.
Technical Information Systems (TIS2)	Contained the life history of aircraft and included the Line/Hanger Maintenance, Bill of Materials, Modification Control, Maintenance Planning, and Shop Floor and Labor modules.
Other M&E Applications	Included the Maintenance Engineering, Material Planning, Initial Provisioning, Vendor Management, Labor Planning and Labor Capture, Cost Management, Tools Management and Oil/Fuel modules.

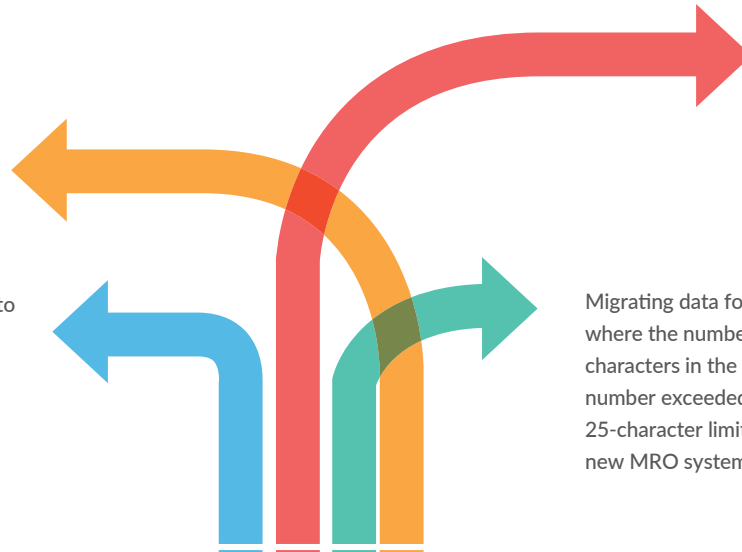
The client’s existing source data systems were: DB2, IMS /DB, MS Access and SQL Server



Migration Challenges

Inconsistent data between the source systems

Cleaning and synchronizing the data to achieve the correct relational structure and integrity in the target system



Accommodating a newer version of the target MRO system (with additional functions and features), which was released during the migration phase

Migrating data for 4 aircraft, where the number of characters in the part number exceeded the 25-character limit in the new MRO system.

The Solution

Analysis

Study and analyze the existing infrastructure, data sources, reporting process and reports

Business Requirements

Define and validate the key KPI requirements from the business

Data

- Design data models for the staging area and the data warehouse Staging Area 1 - As-is staging, that is, extract data from the legacy applications and load it "as is" in to an equivalent Oracle table .
- Staging Area 2 - Clean and consolidate the data provided by business, based on data cleaning rules, to create a clean staging database
- Create universal data storage based on the X-File structures and the data warehouse (DWH) requirements to serve as a common input source for generating the X-Files and creating the DWH
- Deploy and support the database migration and the DWH
- Migrate 10-year historical data

Testing

- Conduct system integration and performance testing
- Support the DWH user acceptance testing
- Make internal and reconciliation testing mandatory to ensure that accurate data is delivered to the users

To address the challenge of migrating the part numbers with character lengths that exceeded the limits in the new system, Hexaware assigned internal part numbers in the transformation area and stored the original part numbers in the user reference fields of the new system.

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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