Delivered Benefits Beyond Cost to Europe's Largest Airline Group via Airline Check-in Application Managed Services

About the Client

The Client is one of the leading IT service providers for the airline and aviation industries worldwide. The end customer is Europe's largest Airline Group and a founder member of the Star Alliance. Offering over a million flights to 271 destinations in 107 countries and carrying 106 Million passengers in a year.

Business Need & Scope

- Single Source of HR Data across clients North America and APAC operations
- Actionable Insights through Analytics
- The Airlines Check-in system is used worldwide across 107 countries and 271 stations to daily check in close to 3500 flights and 0.3 MN passengers.
- The Airline was highly dependent on costly external contractors for maintenance and support.
- The Airline wanted the vendor to provide production and maintenance support as Managed service and development support on T&M basis.
- 24x7 coverage either on-premises or on -call.

The Challenges

Most of the challenges were faced during the Knowledge Transfer & Transition stages and listed below:

- Legacy Application with FORTRAN as programming language
- Very little documentation available before transition
- Most of the experts were on contract with end client and not as permanent employees
- Subject matter experts were in multiple geographical locations across continents
- General resistance to the outsourcing

Business Benefits

IATA Compliance - Continuous compliance to IATA standards for all messaging & processing.

20 % reduction - in maintenance cost due to onsite / offshore model with same level of services

200 % increase - in SLA driven support service window.

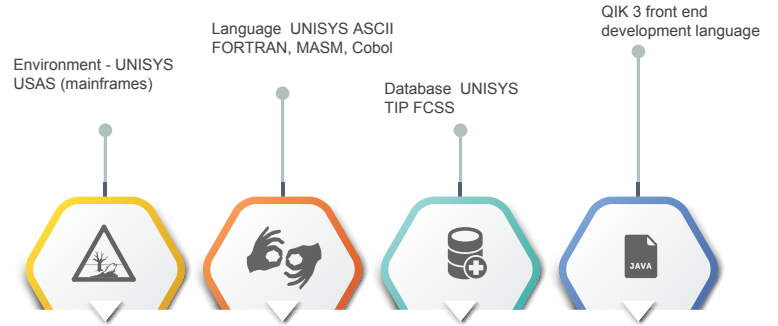**Faster time to market** - to grab the business opportunity by rapid development and implementation of new functionality.

Improved Stability - Improved systems stability over time.

Solution Spotlight

- SLA driven managed services through Offshore/Onsite model.
- Production support, maintenance & enhancement of airlines passenger service applications.
- Enabled Check-in through web, kiosk, mobile application.
- Provided rich support to common IT platform development, migration, de-migration activities

Technology Stack

Environment - UNISYS USAS (mainframes)

Language UNISYS ASCII FORTRAN, MASM, Cobol

Database UNISYS TIP FCSS

QIK 3 front end development language

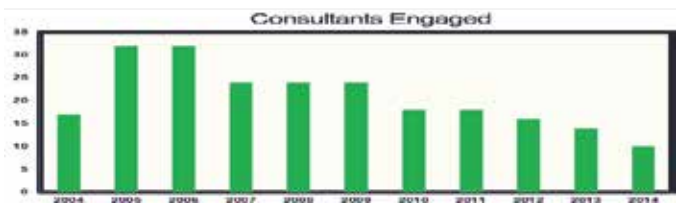## Client's Business Value Adds

- Faster time to market - lead to benefit the customer experience & satisfaction.
- Knowledge management.& training
- Improved system stability - from 85% to 99%
- Extended support - to interline through check-in activity.

Testimonial

" Mr. Udo Papparitz and Thomas Thissen both from the customer expressed their great satisfaction with the service provided by the CKI Team, in special the team around the Incident Manager Mario Greco and the onsite Hexaware Team. **"**

" **Especially mentioned was:**
"High Quality, fast response and almost 100% fulfilment of the SLAs Furthermore Mr. Papparitz and Mr. Thissen would like to meet personally with our Hexaware Team, which I will fully support" **"**

Application Delivery Head, CKI Applications

Check-In System stability over time

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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