



Leading European airline Optimizes Revenue through Application Support and Maintenance Services

Client Overview

A leading European Airline ranked among top 5 airlines in international traffic.

Business Need

Traditionally, airlines have been controlling the seat sell based on the analysis of past data and using the RBDs as a mechanism to ensure that the confirmation priority is set based on the yield of the tickets. This, in general works fine, but with increased competition close monitoring of yield for every seat sale ensures higher revenue. The airline wanted to introduce this feature as part of the seat sale.

Solution

Hexaware had been providing Application Support and Maintenance services to the airline's Inventory, Flight Data, Ticketing and Check-In systems. Hexaware worked with the client and identified areas that require changes in the Inventory System. The changes were done in:

- Nesting table (database and record-structure changes) Inventory conversion
- SSIM message routings, availability status messages to Fare value system
- Revenue Management System interface settings and enhancements.

Benefits

- Optimized O&D revenue
- Low-fare features that include rule-based control, price-based forecaster, etc.
- Framework for IT solution for further innovative business ideas



Technology Environment

- Hardware – UNISYS 2200 series Mainframe System
- Application – USAS (Unisys Standard Airline System), Airline Passenger Services Application
- Database - FCSS.

Methodology

The aim was to adapt the entire application to optimize the airline's revenue on a seat sell. The changes were executed in 3 phases:

Phase 1 - Distribution

- Seamless Availability & Availability Status Messages (AVS/AVN)
- Seamless and non seamless sell
- Married Segments
- Interactive cancel/rebook.

Phase 2 - Calculation

- Pricing calculation
- O&D Determination
- Fare Values.

Phase 3 - Environment Changes

- Flight Conversion & Schedule Changes
- Seamless Switching
- Fares
- Nightly Flight Initialization.

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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