



Leading North American Airline Reduces Costs, Gains Scalability by Outsourcing Maintenance and Support Services

Customer Profile

A leading North American airline serving 240 destinations worldwide, voted the best airline in North America in 2007

Business Need

To reduce costs and attain scalability

Solution

The airline was using the Cargo Revenue Accounting and Revenue Enhancement System. In addition to generating MIS/DSS reports, the Revenue Enhancement System covered the following functionalities:

- Billing Invoices for Commercial and Internal Customers/Other Airlines
- Generating global invoices for CASS (Cargo Agent Settlement Services) agents
- Processing of Interline Payables data from other airlines
- Payments from Commercial customers, CASS agents
- Claims/Debit Note/Credit Note processing
- General Ledger Accounting, Account payables/receivables
- Processing Air Mail Bills (AMB) of the national postal authority
- Participant maintenance
- Monthly/Annual processing & reporting

The Cargo Revenue Accounting and Revenue Enhancement System had an interface with the cargo booking and shipment system and were processing around 4000 Air Way Bills (AWB) on a daily basis. Hexaware provided maintenance and support services for the airline's Cargo Revenue Accounting and Revenue Enhancement systems. The scope of work included:

- Testing Services
- Business analysis which includes preparation of system specifications from business specifications
- Providing application support and enhancement

Methodology

Hexaware used its cost-effective "onsite-offshore" model. The project was executed in the following steps:

- Total Application management of the policy administration system was conducted
- Initial analysis, high level specs, QA co-ordination & Implementation was carried out by the offshore team
- User Acceptance Test was performed by the End-user in co-ordination with the on-site team
- Detailed specifications, code changes, unit tests and system tests were done by the offshore team

Technology Environment

- USAS 2200 & MAPPER

Benefits

Hexaware's services ensured:

- Cost savings by 20%
- Scalability and availability of resources to manage any additional requirements
- Availability of domain experts and consultants with similar past experience

NA Headquarters

Metro 101, Suite 600, 101 Wood Avenue South, Iselin, New Jersey - 08830
Tel: +001-609-409-6950
Fax: +001-609-409-6910

India Headquarters

152, Sector - 3 Millennium Business Park 'A' Block, TTC Industrial Area Mahape, Navi Mumbai - 400 710
Tel: +91-22-67919595
Fax: +91-22-67919500

EU Headquarters

Level 19, 40 Bank Street, Canary Wharf, London - E14 5NR
Tel: +44-020-77154100
Fax: +44-020-77154101

APAC Headquarters

180 Cecil Street, #11-02, Bangkok Bank Building, Singapore - 069546
Tel: +65-63253020
Fax: +65-6222728

