

Large US airline manages staff and End-User Experience

Business Challenges

- ! Flight delays associated with Operations System availability
- ! Lack of visibility into poor application performance from remote airport ticketing counters
- ! Migrating from Call Center/ Telephony transactions to Web based online ticketing applications. 90% of ticket revenue at risk

How we helped

- ✓ Reduced flight delays associated with Operations System availability
- ✓ Improved availability testing for Customer Ticketing Systems
- ✓ Improved overall visibility and control through Digital Supply Chain Management

Digital Supply Chain Management for Flight Operations

Through visibility into flight tracking, crew tracking, scheduled maintenance and gate services applications

Digital Supply Chain Management of Ticketing Systems

Booking website architecture for App Server and flight search databases that calculate and issue online tickets

Actionable data

Digital Supply Chain Management to achieve continuous improvement and optimization of all systems



94

Airports with
ticket counters
worldwide

49

Critical web-based
URL's that run the
airline

1

Dashboard to provide
Digital Supply Chain
Management