



Overview

Customer

A Low Cost Airline in Middle East

Industry

Airlines

Challenge

Legacy Systems

Solutions

- IT Applications Support Services
- Core Network Roll-Out
- Hardware Support

Benefits

- Improved Operational Efficiencies
- Faster and effective services ensuring customer satisfaction

HCL helped a fast growing **Airline in ME** Enhance its **Passenger Experience** by **Transforming its IT Infrastructure**

Client Brief

The client is a fast growing low cost airline in Middle East. In the last few years, the airline has established an operational network of more than 45 destinations across GCC, Middle East, North Africa, Indian Sub-Continent, Asia and the fringes of Europe and has built up a fleet of 23 aircrafts. The low-cost carrier supports the region's commercial and tourism sectors by serving travellers and providing them with affordable air links to a wide range of destinations. The airline is dedicated to providing quality service and comfortable travel, lowering costs by optimizing operational efficiencies and offering the passenger more choice.

Challenge

The airline wanted to improve service levels and implement industry best practices.

The IT division wanted to move from the existing model as a cost center to a profit center by delivering IT as a service. They wanted to proactively resolve any system and process related issues for optimizing business performance. Hence, the timelines available to put the IT environment in place were very aggressive. Further, the challenges were to deliver multiple projects simultaneously meeting the time, scope and quality constraints while integrating various systems in different business areas on a real-time basis. The project involved liaising with the systems developers across geographies, managing senior management expectations and end user demands.

"We have been dealing with HCL for about 2 years now and in that time they have replaced just about every operating system, our entire desktop and network infrastructure, they basically manage most of our systems now. HCL Infosystems is currently providing excellent IT Facilities Management Services to our organization." Head-IT

Solutions Offered

The Client chose HCL MEA (Middle East & Africa) as a strategic partner to provide end-to-end IT solutions. After assessing the Client's specific challenges, HCL offered the following solutions -

- IT Applications Support services for airlines applications
- MS Dynamics ERP roll-out and support
- Core network roll-out for new premises
- Project Management
- Production Support
- Implementation of Operations Controls System
- Implementation of Crew Scheduling System
- Implementation of Flight Planning System
- Migration of Aerobytes Flight Safety System from stand alone to Client Server Architecture
- Configured VPN connectivity with application vendors across different countries
- Set up AFTN for Flight dispatch function
- Analyzing Microsoft Dynamics ERP re-implementation requirement
- Hardware - servers, personal computers, laptops, printers, communication router and other ancillary equipments
- SITA gateway set up and configuration to send/receive messages for operations control
- Integration of AIMS Operations Control System with the following system within the airline-
 - Sabre Airflite Network Planning System
 - Ultramain Engineering System
 - Aerobytes Flight Safety System
 - OnBOS (On-Board Sales System)
 - FlywizeFlight Planning System
- IT Helpdesk -24X7 onsite/ on-call support for infrastructure management including desktops, servers, network management, security management, ADS and mail server management

- HCL Infosystems provided certified project managers and competent technical resources with extensive experience and proficiency in the airline IT domain. HCL was agile in pulling up resources with required skills from its pool of resources in all kinds of technology covering various operating systems like Linux & Windows, databases like Oracle and MS SQL and communication software like Citrix and Terminal services. All key SLAs and milestones were met in terms of time, cost and quality.

Business Benefits

- 15% reduction in operational issues
- 33% increase in end user satisfaction
- Innovative and end-to-end IT services from HCL allowed the client to focus on their core airline business
- The systems and tools needed to facilitate efficient running of the airline operations were available in quick time
- Seamless and real-time integration of the IT systems allowed the airline to introduce new and improved processes
- Availability of right information at the right time coupled with minimum system downtime aided better decision making



About HCL Infosystems

HCL Infosystems Ltd. with revenue (LTM) of Rs. 8297 crores (US\$1.4 Bn) is India's Premier Distribution and IT Services and Solutions Company. HCL Infosystems' has one of the largest sales & distribution network in the country and provides value added distribution for partners including last mile connect and support in marketing and promotions for Telecom, IT , Office Automation and Consumer Electronics products covering more than 15000 towns across 664 districts in India. Our distribution business has an unparalleled network that reaches more than 100,000 retail outlets, over 800 Direct and Micro Distributors and over 12400 Channel Partners across India.

In the services space the Company has robust services offerings such as a comprehensive portfolio of Infrastructure Managed Services, Enterprise Application Services, System Integration Services, Office Automation Services, Managed Print Services, Life Cycle Services and After-Sales Support Services. HCL Learning, the Company's learning solutions business, serves the entire spectrum of education and training requirements across schools colleges, individuals and enterprises and offers Digital Content & Learning Solutions.

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