

# Optimising Cost by Providing Professional IT Support Services for Leading ME Airline

## Business Need

### Transformation

Our client was examining new technologies and ideas to identify the opportunities for incremental improvement and disruptive change in business model. To be leading customer-centric, technology-enabled travel experience enterprise

### Partnership

Looking for partners to bring in cost optimization with a focus on exceptional technical skills

### Flexibility

Looking for domain-capabilities through which latest & niche skills, manpower demands in IT projects could be fulfilled without any delays

## Client

Our client is the largest airline in the Middle East operating over 3,600 flights per week to more than 150 cities in 80 countries across six continents.

## Technology Areas

IGT provided IT professional support services with exceptional airline technical expertise in following technologies:

- Digital
- Business Intelligence and Data Analysis
- Microstrategy
- TPF
- Test Automation
- User Experience

## Focus Areas

- Web & Mobile IBE – Support Mobile App / Website Development and Enhancements
- Digital Transformation Initiative – Support innovation lab for conceptualizing and creating prototypes for use cases
- PSS Modernization – Support projects to enhance customer experience (both internal and external customer)
- Training - Trained over 600 users in unit testing (JAVA, .NET, iOS, Android)
- Cargo Information - SOW based project for document management during cargo lifecycle

## Value Adds

- **Substantial** decrease in time taken for new talent onboarding
- **Trained 600+** users in unit testing across technologies

## Solution Approach

IGT followed unique approach to provide large scale, globally spread domain expertise to the client in a cost optimized and scalable manner. The solution included:

- Robust sourcing capabilities with global footprint for stakeholder roles
- Dynamic partner ecosystem for access to technology skills
- Continuous engagement with business units
- Strategic resource management
- Continuous Up skilling / Cross-skilling on new technologies
- A robust governance framework to identify early indicators for any potential issues and take corrective actions (training to bridge gaps)
- Flexibility and agility with quick ramp up
- Continuous knowledge management