Softtek®

CASE STUDY | AIRLINES & AIRPORTS

U.S. airline increases customer satisfaction by 95% by boosting operations
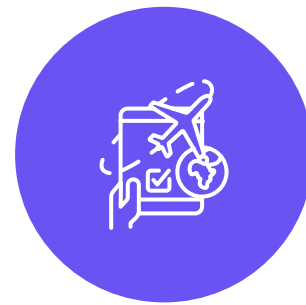
About the customer

One of the top US airlines.

US $5B+
annual revenue

100+
destinations

25M+
passengers
per year

Business challenges

The airline has IT systems that are complex to maintain resulting in expensive and time-consuming changes. In addition, technology errors caused disruptions to business and operations. The IT ecosystem complexity paired with tremendous business growth prompted the airline to recognize the need to transform digital platforms, IT support and operations.

1

Business and operation disruptions resulted in unacceptable delays in resolution times.

2

Manual IT and operations processes illustrate the need for an automated solution approach.

3

Need to digitize business and improve operational processes.

4

Lack of visibility on complex IT issues forced crewmembers to take on additional manual efforts.

5

Complex ticket management solution using three different platforms.

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How Softtek comes into play

The airline tasked Softtek with modernizing and transforming their IT service management process and IT landscape. Within 14 months, Softtek implemented modern IT operation technology and solutions, including ServiceNow, IT operations orchestration, and advanced service automation capabilities, including self-service and virtual agents.

Provided consulting service by reviewing IT processes and identified operational improvements.

Softtek consolidated all IT process into one single, cloud-based platform and database providing a single source of truth.

Executed Digitalized IT Governance to achieve operations objectives in the development of process workflows.

Driving a platform and culture of Continuous Service Improvement.

Business impact

95% increase in satisfaction for customers and crew members.

IT crew members spend 52% less time bridging, improving workflow efficiency.

50% more incidents identified and resolved compared to the previous year.

70% reduction in expedited changes through Change Management.

Improved problem solving efficiency, enabling 3,000 knowledge articles.

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ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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