

---

## **Project: Dedicated Delivery Center for an Airline**

### **The Customer**

Our Client is a Europe-based global international scheduled airline and amongst the most profitable airlines in the world, flying to over 500 destinations at convenient times, to the best-located airports

### **The Business Need**

Airline applications involve a diverse set of technologies, some of which are rare and customized and others, which are state-of-the-art. Owing to the complex nature of the business processes underlying these applications, domain expertise is absolutely critical for development and maintenance of these applications. Thus getting suitable resources with the right combination of technology and domain knowledge is a real challenge.

Faced with an increasingly competitive market for IT services and reeling under unprecedented challenges of revenue decline and cost pressures, the Client explored various options to address the resource and budget issues simultaneously. In order to achieve economic efficiencies, performance improvements and operational advantages the airline decided to outsource certain IT operations and functions to an offshore partner.

### **Solution**

Starting with some consultants deployed on a time & material basis at the Client location, NIIT Technologies has today grown to become one of Client's preferred technology partners, working on a wide range of technologies - J2EE and web-based technologies, mainframe, TPF, data warehousing, Computer Telephony integration and client server. NIIT Technologies teams work alongside airline's own teams in a multi-shore delivery model. They are responsible for developing, maintaining, enhancing and supporting a wide range of airline applications, from Customer Relations to eCommerce applications, Sales to Passenger Booking Systems, Pricing to Revenue Accounting, Cargo to Vacation selling.

**The following section provides briefs of the different technologies and project types being undertaken for client in the DDC:**

**Technology Range** - Java, J2EE, JSP, D2k, Struts, iPlanet, QIK, Web Intelligence, WebI SDK, Informatica, Business Objects, ERWIN, Teradata, ASP, Visual Basic, SQL Server, C, VC++, Unix, Oracle, Power Builder, Informix, Mainframe, Pro C MVS, PL1, JCL, TSO

**Tools Utilized** - PVCS Tracker, Clear Case, Junit, Jelly Unit, WinRunner, Checkstyle, IDE, Visual Interdev, Idea IntelliJ, Eclipse, Test Director, QTP

**Application Development Projects** – NIIT was involved in migration of their reservation system to Amadeus. NIIT teams are currently undertaking projects in the areas of Frequent Flyer customer enablement, web portals, product implementation, cargo pricing, revenue management, regulatory customer compensation among others.

---

**Application Maintenance Projects** – We are supporting 35+ applications including consumer portal through a robust dual-shore model in the various business areas mentioned earlier. These teams provide 24X7 support to mission critical applications. NIIT and client staff members participate jointly in these activities and there is continuous rotation of team members between UK and India.

**Data Warehousing Projects** – This has included projects in the area of Customer warehouse, Cargo MIS warehouse and Market Intelligence data warehouse across multiple technologies including Informatica, Teradata and Oracle.

**Testing Projects** – Quality Assurance is an arduous yet critical activity for technology innovators. To maximize their bang for the buck in the QA arena, they have outsourced entire domain testing areas to NIIT. The offshore teams are now providing testing services to critical areas such as consumer portal and Customer database. NIIT teams perform various stages of QA starting with Test planning and design, automation of test cases for regression testing as well as conducting various phases of testing like System Integration, UAT & Maintenance phase etc.

**The engagement highlights:**

Some of the highlights of the relationship include:

- An relationship in its 10th year growing continuously despite industry upheavals
- Providing development and support services in nine business domain areas including Customer enablement, Cargo, Sales, Marketing, Crew, Pricing, Yield Management, Revenue Accounting and corporate applications.
- NIIT Technologies proprietary Knowledge Portal implemented for knowledge capture, knowledge transfer and long-term knowledge retention
- Dedicated development center hosted on Client LAN network
- Development projects based on fixed-price contract and Maintenance contract entirely SLA-driven
- 27 NIIT Technologies staff received Recognition Awards from the Client

---

### **Key Challenges**

A large and dynamic relationship emerged out of some key yet common challenges faced by global organizations including:

- To augment on-site development teams with skilled professionals
- To reduce the costs of major software development projects
- To provide staffing in scarce skill areas such as Transaction Processing Facility (TPF)

In order for such a relationship to flourish and mature to the current level, certain underlying requirements had to be met by both parties:

- Mutual trust, shared risk and complete transparency
- Dedicated infrastructure and world-class facility
- Secure network and connectivity
- Full visibility of the long-term plans and goals

Blend of culture and processes across the two organizations