



Client Story

Airline Outperforms Year by 245% With Data-Led Transformation

Since launching a major data transformation initiative in 2019, one of the world's largest airlines has seen big improvements across the org, from 10X operational efficiency gains — to a banner year where teams surpassed goals by more than 200%.

The vision: Unlock data potential for a world-class experience, from IT teams to passengers.

In the airline industry, competition is fierce, passenger expectations are high, and the day runs on data. Even the slightest misstep can lead to negative publicity and impact the airline's reputation. For our client, cloud and data platform transformation is helping the company rise to the challenge.

As one of the world's largest airlines, our client recognized the need to optimize operations across a network of 40+ countries and 250+ destinations. The data platform that supports operations needs to handle requests at scale and perform reliably 24/7. Analysis is also highly critical. Analysts need immediate access to data, and to drive any tactical and strategic change quickly.

The airline industry operates on a hub-and-spoke system, where flights are connected through a central hub. For Insight's client, that means a focus on impeccable timing.

A strategic investment in cloud

In 2019, the airline engaged with Insight to move its data engineering to the cloud. The initiative involved a massive cloud migration — one that ensured data security and no disruption to operations during the process. As a result, Insight has become the airline's Azure® migration and modernization partner of choice.

As part of this transition, Insight supported the airline by creating:

- Advanced data frameworks for efficient data ingest
- Strategic roadmaps for seamless execution
- Comprehensive support for cataloging and data governance

From flight schedules to passenger information, cargo, maintenance and safety records, robust data collection positions the airline to improve operational efficiency and enhance the customer experience.

In 2020, the COVID-19 pandemic pushed our client to go further, faster — with fewer people. Insight played a crucial role in helping the airline adapt and accelerate its digital transformation efforts amid resource limitations.

Industry:

Transportation

The challenge:

Optimize data platform operations across a network of 40+ countries and 250+ destinations.

The solution:

Strategic cloud migration and advanced data framework support for faster, more agile teams and quick data insights

Insight provided:

Consulting Services

- Digital enablement
- Application modernization
- Cloud platform migration
- Solution roadmaps
- Data framework support (cataloging, governance)
- DevOps support

Professional Services

- Lifecycle Services
- Modern Workplace

Building a community: A collaborative approach for success

To ensure the success of our client's transformation goals, Insight and the airline's data teams have built a culture of guilds and steering committees. This approach enables the sharing of knowledge, code and best practices — powering a cohesive and efficient journey with constant improvement at the core.

Navigating priorities: Use case snapshot

Insight's teams are addressing challenges through strategic workstreams across key focus areas, from application and platform modernization to expanding on the airline's DevOps capabilities, making data operations more efficient and beyond.



Baggage handling/ under-the-wing optimization

- Data
- Digital enablement



Crew management app suite for workplace efficiencies

- Application modernization
- Cloud platform
- Data



Customer hub app suite to improve customer experience

- Application modernization
- Cloud platform
- Data



Revenue & accounting

- Application modernization
- Cloud platform
- Data
- Digital enablement

The outcome: Faster, more agile teams & a data-driven advantage

Today, the organization has significantly reduced the time it takes to set up platforms and move critical data — reducing the number of steps by 80%. Before engaging with Insight, our client's teams would spend almost an entire month on the platform setup process. Now, the process takes as little as 10 minutes.

"We took all of the steps that we had to bring the data into our environment, and we reduced the number of steps by 80% with the help of Insight. We went from four to six weeks to get a platform set up with data moving into our first environment — to as little as 10 minutes."

— Airline Senior Manager of Data Engineering

As the airline looks to the future, other strategic projects from modern workplace to a Power Apps initiative and much more will take center stage. Insight's teams stand ready to guide, strategize and support our client's success.

The airline's senior manager of data engineering reflects on the partnership with Insight's teams:

"Being able to mesh inside different types of teams is very important. You are all amazing. You're world-class technologists. Some of the best reasons to bring in Insight is to be that unbiased third party. It's very important for us to get that feedback when we can't see it.

"Insight cares about us, and cares about our outcomes."



Benefits & outcomes:

Outperformed
year-end goals by

245%

80%

reduction in
manual steps

Drastic time savings for
production teams —

**from one month
to 10 minutes**

Recognized as
best in class
by industry
watchdogs



Enhanced
flexibility &
scalability
with cloud-first
architecture

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