



HEXAWARE

From Legacy to Leading Edge: Modernizing Passenger Processing

Revitalizing the skies.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

Our esteemed client is a well-established airline with a legacy spanning several decades. Headquartered in the US, they operate a substantial hub at a prominent international airport. Their extensive route network connects various domestic and international destinations and provides tailored services to suit passengers’ preferences across various cabin classes. Their track record of operational excellence has earned them numerous accolades, firmly establishing them as a preferred choice for travelers across the globe.



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In the competitive aviation industry, our client encountered several significant challenges that necessitated a transformation to ensure continued success and customer satisfaction:

Legacy Modernization: The client’s existing mainframe systems were outdated, hindering efficient passenger processing. These legacy systems were slow and cumbersome, resulting in long queues and disgruntled passengers.

Digital Customer Experience: The client aimed to improve its operational efficiency and reduce passenger processing times significantly. The need for seamless and digital customer experience became crucial as the industry trends shifted towards greater customer-centricity.

Intuitive User Interface: The lack of an intuitive user interface and automation in the existing systems led to inefficiencies in staff operations. This necessitated a solution that could simplify processes and enhance user-friendliness.

Scalability: In an industry that is constantly evolving, the client needed a solution that could not only address immediate challenges but also scale and adapt to future needs.



Solution

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Hexaware provided an innovative solution that addressed these challenges comprehensively. The solution encompassed the following key points:

Re-Platforming and Modernization: Hexaware’s solution involved a complete overhaul of the client’s airport suite of applications, transforming them into a next-generation integrated airline system. This modernization made the system faster and more efficient in handling passenger processing.

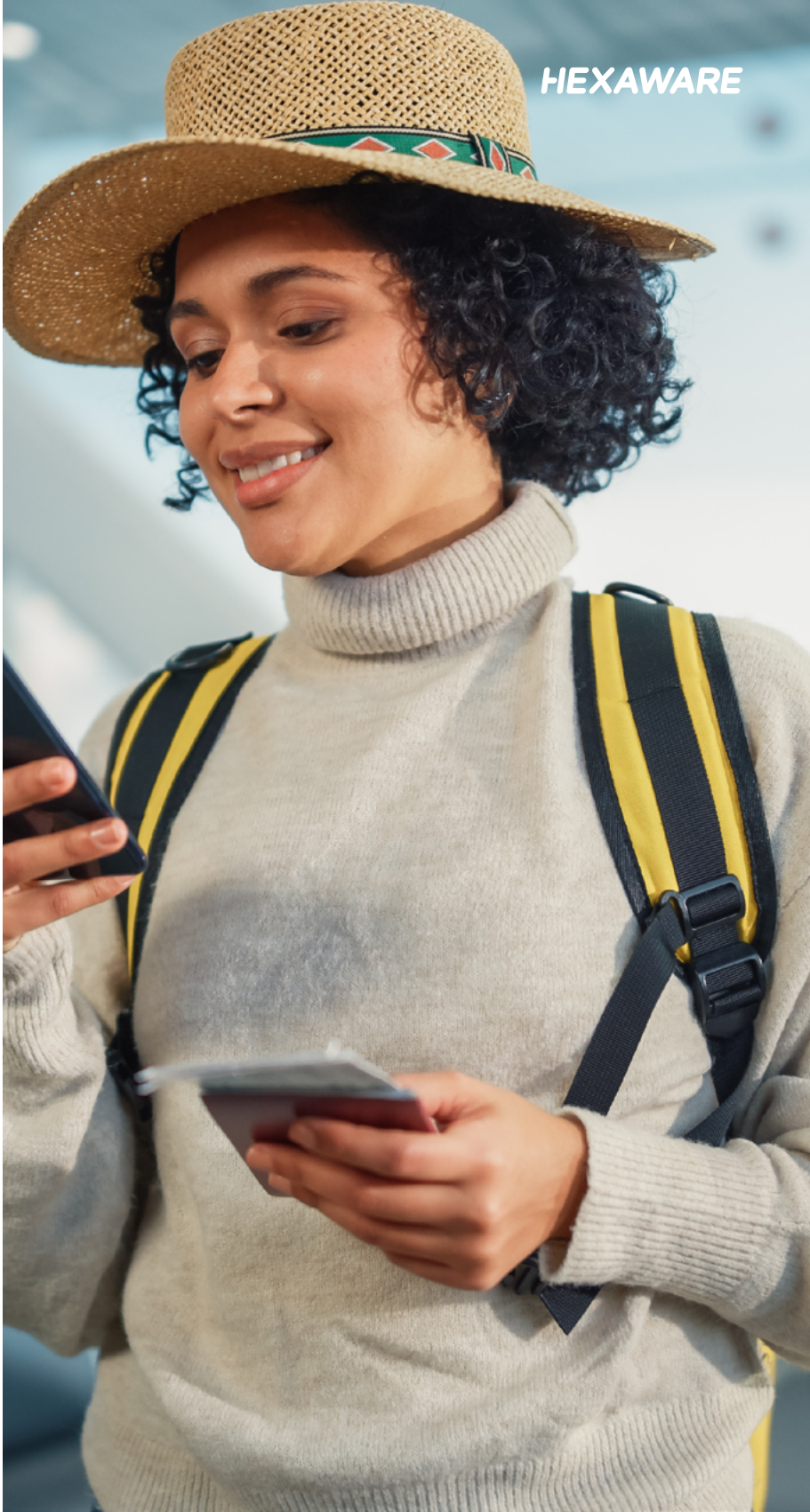
Intuitive Design: The integrated enterprise-wide airport suite was meticulously designed and developed with a focus on an intuitive user interface. The latest service-oriented and information architecture was utilized to ensure that both staff and passengers found it easy to navigate.

Single-Deployment Application: A crucial aspect of the solution was the development of a single-deployment application system. This streamlined the client’s operations and significantly reduced the maintenance and enhancement costs associated with multiple outdated applications.

Micro-Services and API-Based Architecture: Hexaware adopted micro-services and API-based architecture to ensure flexibility and scalability. This allowed the client to adapt to future industry requirements seamlessly.

Agile and Automated Processes: The implementation process was cutting-edge, incorporating Scaled Agile Framework (SAFe), Continuous Integration and Continuous Delivery (CI/CD), and automated unit, integration, and regression testing. This ensured that the system was not only efficient but also capable of rapid updates and enhancements.

Device Integration: Micro-services-based integration was extended to various devices, further enhancing connectivity and efficiency. The use of Behavior-Driven Development (BDD) with angular, micro-services, and API-based architecture reinforced the client’s commitment to innovative and efficient practices.



Benefits

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Reduced Passenger Processing Times
Wait times were cut to 19-34 seconds, resulting in shorter queues and happier passengers.

Enhanced User Experience
Improved user experience, reducing training efforts by over 50%.

Streamlined Operations
Operations and processes streamlined across stations, leading to cost savings and improved customer service.

Personalized Services
Quick identification and provision of customized services based on passenger needs, boosting customer satisfaction.



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- Client
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The challenges faced by our client in the airline industry were formidable. Legacy modernization, digital customer experience, streamlined processes, and adaptability were the key areas where innovation was required. Hexaware’s forward-looking and solution-oriented approach has not only addressed these challenges but also ushered in a new era of operational excellence for the client.

The transformation has been nothing short of inspirational. Reduced passenger processing times, simplified training efforts, streamlined operations, and the ability to provide personalized services have redefined the client’s competitive edge. This case study underlines the power of digital transformation and its ability to revolutionize the airline industry, with broader implications like enhanced efficiency, customer experience, and competitiveness.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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