BI ASSESSMENT & MANAGED SERVICES

LEADING APAC AIRLINE

THE CLIENT

A highly respected global brand in the airlines industry, the airline is one of the largest in Asia serving 54 destinations worldwide through its codeshare and interline services

COST REDUCTION

REVENUE MAXIMIZATION

NIIT technologies

THE CHALLENGE

The Situation

The airlines was merging it's low cost carrier with it's full service arm to create a single networked airline. Cost of legacy data assets were a big concern along with the cost of services & time to market.
Some issues were with Poor & Complex Data Warehouse Design , DW and BI Performance issues, Aging Service Requests – Backlog, Lack of Offshore led Project Execution for new development, SLA Definition and Management, Audit, Monitoring & Control, Reactive approach to Problem Solving
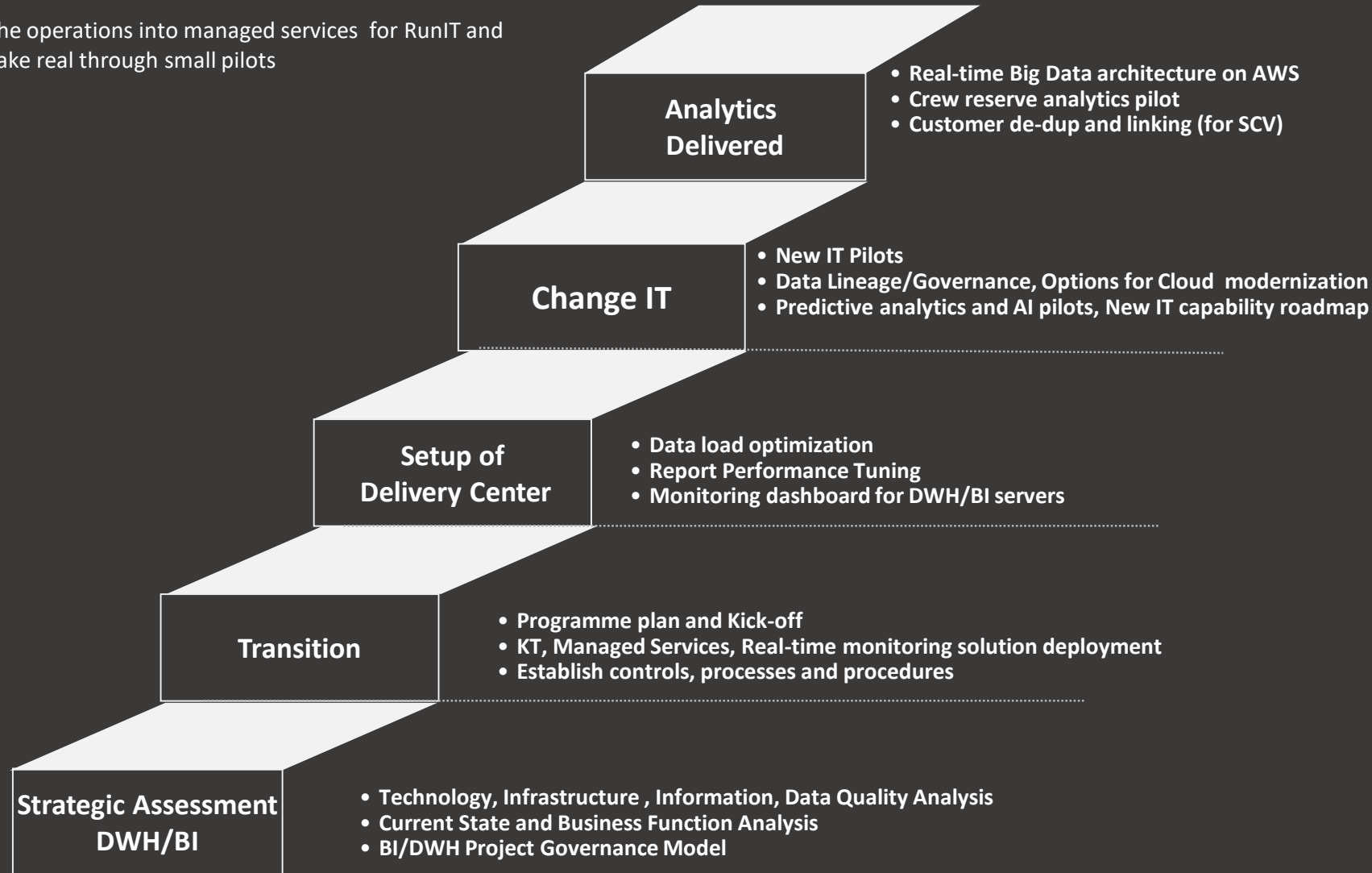
The Ask

NIIT-Technologies was evaluated in a competitive bid and won the engagement to transition the airlines data operations in a managed services engagement with a clear strategy to improve business SLAs and decrease TCO. After a year of steady-state NIIT was also to execute a transformation roadmap to move the airline to more modern data solutions with advanced capabilities.
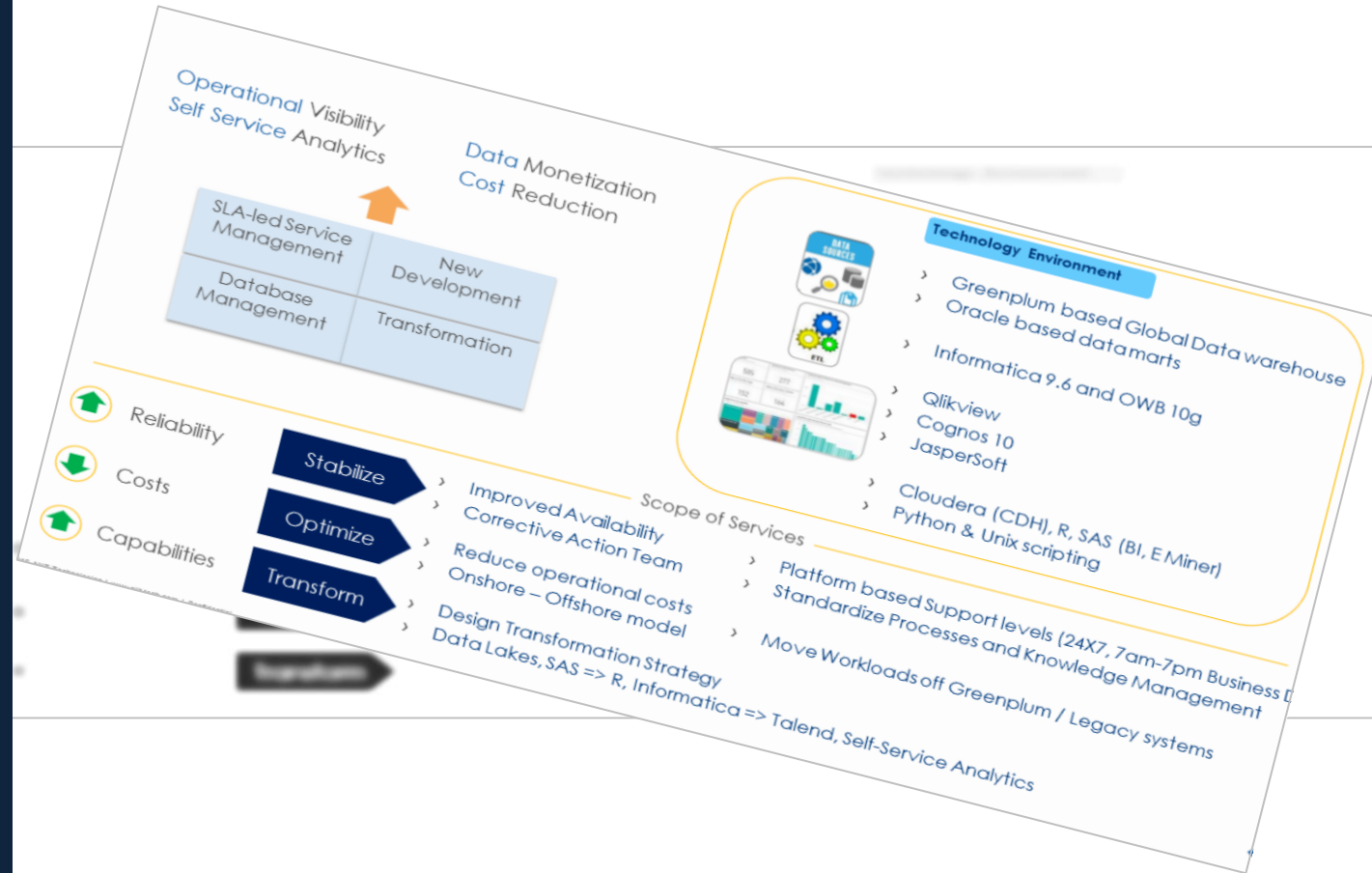
THE SOLUTION

We setup a transition team at customer location to transition the operations into managed services for RunIT and provided a transition roadmap for ChangeIT that we helped make real through small pilots

Analytics Delivered
- **Real-time Big Data architecture on AWS**
- **Crew reserve analytics pilot**
- **Customer de-dup and linking (for SCV)**

Change IT
- **New IT Pilots**
- **Data Lineage/Governance, Options for Cloud modernization**
- **Predictive analytics and AI pilots, New IT capability roadmap**

Setup of Delivery Center
- **Data load optimization**
- **Report Performance Tuning**
- **Monitoring dashboard for DWH/BI servers**

Transition
- **Programme plan and Kick-off**
- **KT, Managed Services, Real-time monitoring solution deployment**
- **Establish controls, processes and procedures**

Strategic Assessment DWH/BI
- **Technology, Infrastructure , Information, Data Quality Analysis**
- **Current State and Business Function Analysis**
- **BI/DWH Project Governance Model**

DATA SOURCES

ETL

585   277
152   164

NIIT technologies

STANDARDISED TOOLS, PROCESSES, FOR BI

NIIT worked with the customer to implement downstream projects using standardized tools and leaner processes with faster time to market & lesser cost).

TECHNOLOGY ENABLED INNOVATION

Bringing in latest technologies and processes also enabled customers to experiment with predictive analytics pilots that was widely appreciated by business

BENEFITS

20% reduction in IT cost. 17% increase in SLA.

Operational Visibility · Data Monetization

Self Service Analytics · Cost Reduction

SLA-led Service Management	New Development
Database Management	Transformation

APAC Airline – Transformations delivered

Initiatives

Data Governance
- Data Reconciliation Policy For :
  - Audit and Control
  - Data Masking
  - Access Control
  - User Access Policy and implementation for GDW

DWH Platform Advisory
- HP Server Sizing equivalent to EMC Rack
- Cloud (AWS) environment Sample Sizing
- Impact analysis for CDW & DJ platform decommissioning
- Archival strategy and Table cleanup in GDW
- Reduce data backup time
- Size trimming to help in optimizing storage performance and reduce media cost

Technology Advisory
- Approach document for Big Data technology landscape (e.g. data lake) as alternative for existing DWH technologies.
- Detailed analysis and document for cloud-based alternatives for Data Ingestion and Data storage technologies
- Hadoop PoC document for searchable archive

Process Establishment
- SVN based version control implementation
- Improved Release management Process
- Process for fool proof Support handover
- Preventive Maintenance Plan & Monitoring
- Support & development Guidelines, Best practices and Estimation models

Performance Improvement
- Reduce execution time of 3 ETL job by 50%
- Three BI reports has been optimized up to 50%-80 %

Monitoring & Control
- ETL and BI jobs real-time monitoring and notification system
- Real-time DW/BI environment health monitoring solution
- Qlikview data refresh monitoring and business notification automation
- Alert mechanism for source file arrival
- Unified audit and control platform using open source technologies