

# DWBI Assessment and Managed Services

Leading APAC Airline

## THE CLIENT PROBLEM STATEMENT

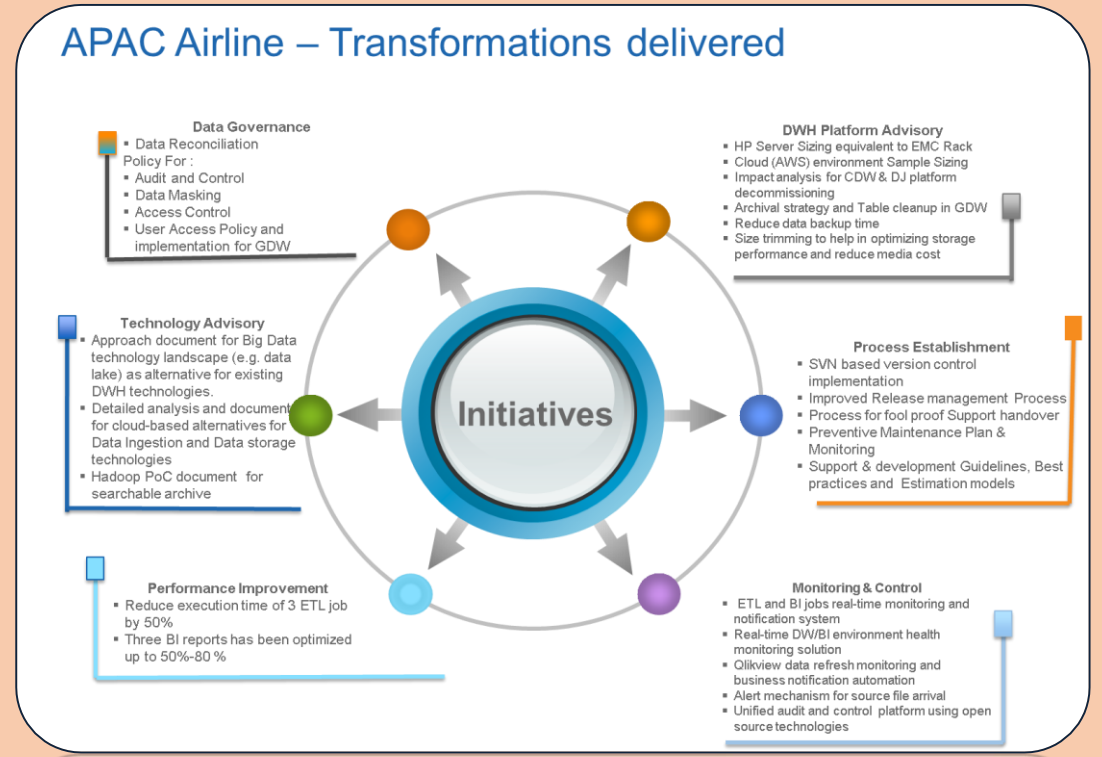
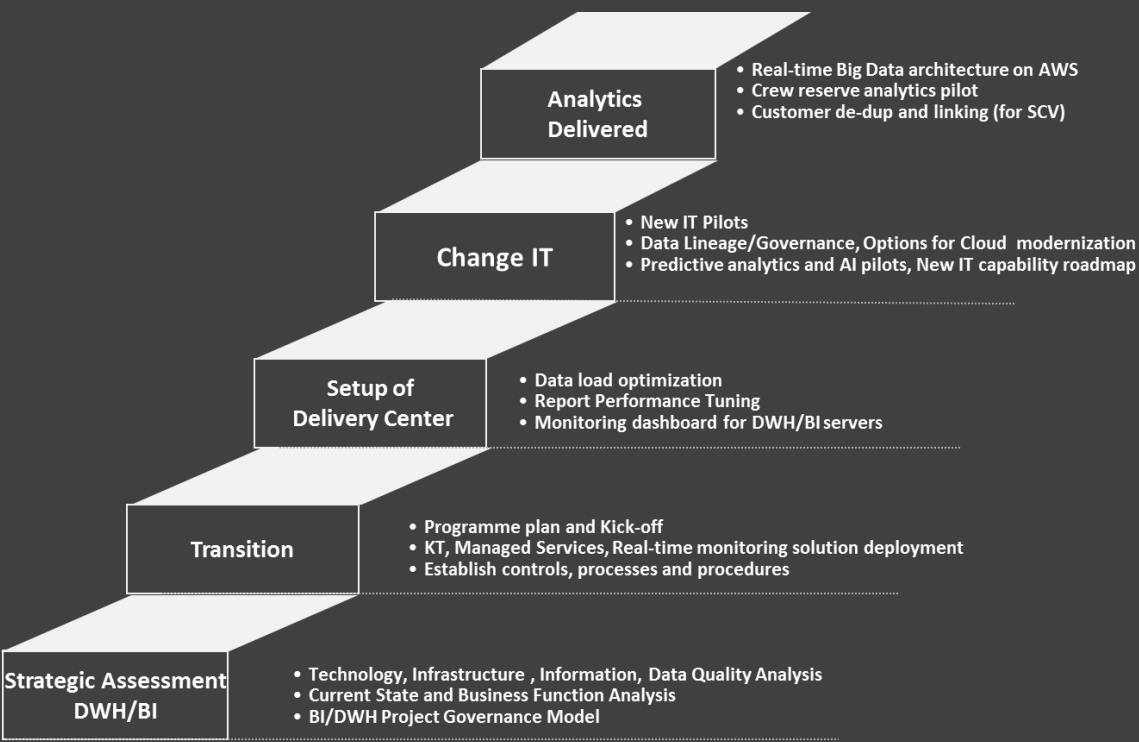
The airlines was merging it's low cost carrier with it's full service arm to create a single networked airline. Cost of legacy data assets were a big concern along with the cost of services & time to market. Some issues were with Poor & Complex Data Warehouse Design , DW and BI Performance issues, Aging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



# 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



## BUSINESS OUTCOME

### 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

