US Commercial Airline

Summary
When a large US commercial airline needed to reduce its costs while still meeting complex IT support needs, DecisionOne delivered technicians, program management, and reporting that saved cost while improving response times, system performance, employee productivity, and passenger satisfaction.

Services used in this solution:

- **WorkplaceOne**
  IOT/Point-of-Sale Support

- **ProjectOne**
  Infrastructure Assessment/Optimization

Challenge
A large US commercial airline was facing rising fuel costs, diminished passenger travel, and increased competition from low-fare carriers. To adapt, the airline needed to reduce costs—including its IT support costs.

But the airline’s support needs were demanding. It wanted to find one managed service partner for onsite installations, rollouts, refreshes, upgrades and maintenance of a variety of assets, including computers, tag printers, scanners, check-in kiosks, and boarding pass readers. It needed a partner that had broad geographic coverage in North and South America, with service around the clock—and one that could quickly ramp up support when needed.

Ideally, the airline also wanted a provider with an integrated delivery model that was aligned with current airline processes, and a technical staff that already had Transportation Safety Administration (TSA) security clearances.
Solution
To tap into the most existing skills and experience, the airline chose the largest independent provider of hardware services at airports in North America—DecisionOne.

With DecisionOne IOT/Point-of-Sale Support, the airline was able to meet its support needs without investing in a costly service delivery infrastructure or more IT staff. DecisionOne provides technicians ready with the skills, security clearances, distribution, and around-the-clock availability for installation and maintenance throughout North and South America.

With Infrastructure Assessment/Optimization, a dedicated DecisionOne program management team and web-based reporting infrastructure let the airline review and monitor service performance—for better insight into the IT environment, all at cost savings.

Results
With DecisionOne as a support partner, the airline regularly achieves:

- improved IT system performance, resulting in greater employee productivity and passenger satisfaction
- greater SLA satisfaction due to consistent service delivery
- broader geographic coverage with DecisionOne technicians
- faster equipment restoration times
- shorter project completion times
- same-day field service on critical hardware and same-day restoration on peripherals
- significant cost savings
CASE STUDY  US COMMERCIAL AIRLINE

From the client:

“The DecisionOne flexibility, responsiveness, and breadth of services enabled us to reduce our total cost of ownership, improve quality operations, and enhance service levels. Their ability to adapt to our industry’s ever-changing security requirements ensured consistent service delivery— minimizing system downtime. As a result, we have increased employee and passenger satisfaction”

— Team member at the airline

About DecisionOne

DecisionOne is the largest independent provider of IT infrastructure services.

Founded in 1958, DecisionOne now provides a comprehensive portfolio of services with technicians and parts ready at deployment points around the world. DecisionOne has the largest W-2 workforce of any independent IT services provider, providing customized solutions for a diverse range of industries anywhere, anytime.

DecisionOne and our sister company, Maintech, offer a range of services that make us the go-to partner for hundreds of companies around the world—from small businesses to the largest global enterprises.