

Complex IT Support Made Easy for Commercial Airline



Challenge

A major 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 IT support costs.

The airline 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. Additionally, they sought a partner that had **broad geographic coverage** in North and South America, with service around the clock that could respond quickly, when needed. The airline also wanted an **integrated delivery model** and **technical staff with TSA security clearances**.



Solution

With our solution, the airline was able to meet its support needs without investing in costly service delivery infrastructure expansion or additional IT headcount.

IT SUPPORT SERVICES & TECHNOLOGY DEPLOYMENT. We provided technicians with the skills, security clearances and around-the-clock availability for installation and maintenance throughout North and South America.

IT ASSET MANAGEMENT. A dedicated program management team and web-based reporting infrastructure empowers the airline to review and monitor service performance—for better insight into the IT environment, all with considerable cost savings.

RESULTS

- Improved overall IT system performance
- Significant cost savings
- Increased employee productivity
- Boosted passenger satisfaction
- Expanded geographic coverage for IT support
- Same-day field service on critical hardware and peripheral restoration
- Faster equipment restoration time
- Shorter project completion time

IMPACT

“We have increased employee and passenger satisfaction.”

“[They] 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.”



Contact us to transform your technology today

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