

# US Based Commerical Airline Carrier

## Case Study



### The Challenge

Faced with rising fuel costs, diminished demand for passenger travel and increased competition from low-fare carriers, a U.S.-Based Commercial Airline carrier wanted to reduce IT support costs, improve operations, and enhance service levels. The airline required a single-point-of-contact (SPOC) partner who could provide local deployment for rollouts, refreshes, upgrades, and installations, as well as onsite maintenance services with the ability to quickly ramp up support in the U.S., Canada, and South American. Partner criteria included broad geographic 24-7 coverage, an integrated delivery model aligned with current airline processes, and proper Transportation Safety (TSA) security clearances.



*“DecisionOne’s 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 ensures consistent service delivery thus minimizing systems downtime. As a result, we have increased employee and passenger customer satisfaction.”*

— US Based Commerical Airline Carrier

### The Solution

Already the largest independent provider of computer and other hardware services at airports, DecisionOne was selected to provide maintenance services for desktop, laptop, and thin client hardware as well as printers, kiosks, scanners, and boarding pass readers.

The airline chose DecisionOne based on the following criteria:

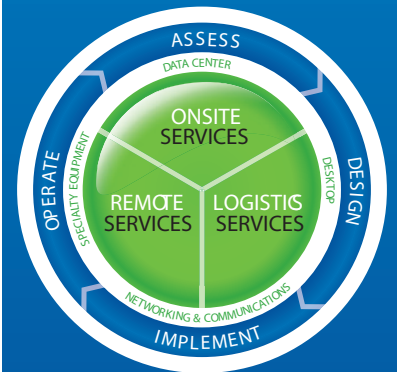
- A comprehensive onsite field service and support solution
- Industry expertise and quality of services
- Ability to service geographically dispersed airport facilities with local security-cleared DecisionOne technicians.
- Logistics services for parts warehousing and inventory management

The partnership helps ensure optimal IT system availability for the airline without investments in a costly service delivery infrastructure or additional IT staff. Access to DecisionOne’s program management team and web-based reporting infrastructure enables the airline to review and monitor service performance, thus aiding in better decision-making about their IT environment. DecisionOne’s solution provides the client with faster equipment restoration times, improved user productivity and broader coverage - all with significant cost savings.

### The Results

By engaging DecisionOne, the airline gained the following results:

- Reduced costs
- Standardized, consolidated reporting for all service events
- Improved IT system performance resulting in greater employee productivity and passenger satisfaction
- Greater SLA attainment due to consistent service delivery, broader coverage, and improved project completion times
- Same-day restoration on peripherals and same-day field services on critical hardware



US Inquiries: 888-287-9202  
Canadian Inquiries: 800-554-5179

[www.decisionone.com](http://www.decisionone.com)