

Case Study

TECHSYS helps improve operations information sharing among airports

Scheduling System

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This innovative airline already had the fastest turn-around times for their airplanes as they arrived at the airport and departed with a full load of passengers, fuel and baggage, but they were using pen and paper for tracking purposes, and down line airports had little visibility as to what flights were coming their way. With improved visibility of their scheduled and non-scheduled flights, they could streamline operations at all points and realize tremendous gains in efficiency. Today, with the help of TECHSYS, this major airline has realized that vision.

The business issue

This airline flies more than 90 million passengers a year to over 60 cities across the country, and they do it more than 3,000 times a day. While achieving this level of growth it has also proven its devotion to its employee experience exemplified by its frequent ranking as one of the top five “Best Companies to Work for in America”.

This airline was using a paper based approach to handle the incoming and outgoing aircraft operations at each airport. They had a DOS-based entry system at each airport to record the flight information, and this information was transmitted back to the central office servers by Telnet. Down line airports would get the Dispatch Reports from the up line station via fax. Additionally, all weather and flight release reports were faxed to each station from the central dispatcher. As modifications to these reports became accessible, the information would have to be faxed again. This resulted in multiple copies of each report being delivered with some confusion at times as to which was the latest and most relevant report.

The airline needed a solution that would provide real time access to important changes in schedule information and eliminate the redundancy of the Dispatch reports, all provided with fast access and high reliability. The airline engaged TECHSYS in all aspects of the solution implementation due to TECHSYS’ role in the successful and cost effective implementation of previous systems.

Scheduling System

TECHSYS provided a solution that gave each airport a real-time view of the location of each airplane, with all its pertinent information like number of passengers on board, number of special needs passengers, loaded cargo and up-to-the-minute times of departures with improved ETA's.

Our approach

TECHSYS worked with the operations agents themselves to determine the best way to provide the necessary information to the right place in a timely manner. Also, we worked with the Dispatchers to understand how they collected pertinent information and how to get that crucial data out to the field.

We implemented a phased release of the software whereby information critical to the agents was provided before they were required to use the application. This generated interest and acceptance in the user community by allowing them to see the advantages of using the system before it became a part of their normal routine. This also generated a wealth of suggestions from the agents that would be using the application on a daily basis, which accomplished two things: 1) It allowed for features to be included that would greatly assist the user base and 2) increased acceptance and ownership as the users saw their suggestions being implemented in each release. TECHSYS designed and implemented the infrastructure for the system based upon an extremely tight business designated timeline. This involved database design and development, presentation layer development, application design and development and creating test plans to verify the implementations. TECHSYS' expertise was transferred to the airline's employees throughout the project through formalized training classes and one-on-one mentoring.

Now, this airline's employees have immediate access to daily arrivals and departures real time and online. No longer did the airline have to deal with paper-based information, which resulted in incredible advances in management and schedule planning.

The results

TECHSY successfully developed and implemented a complete and maintainable system that greatly streamlined the operations at each airport allowing for more efficient use of the operations agent's time as well as improved information to the coordinators for making decisions regarding gate assignments and holding planes for transfer passengers. The airline was able to accommodate additional passengers at several airports due to the ability of operations agents to handle more flights with additional data and reduce manual processes. And during 9/11, this system was instrumental in helping direct aircraft down quickly when the US airspace was shut down.

TECHSYS demonstrated once again the value they bring to developing and deploying mission critical applications needed by their clients.

