



Accelerating Digital Transformation

CASE STUDY

Implementing 24/7 Remote IT/Desktop Support Services for the World's Largest Airline



Objectives: Elevating IT Support for a Global Airline

Overview of the Client

The world's largest airline, headquartered in Fort Worth, Texas, faced significant challenges in managing its vast network of flights and passengers. This airline operates 6,800 daily flights, reaching nearly 350 destinations across more than 50 countries. Managing IT services across this scale requires a robust, reliable, and efficient support infrastructure. With a global footprint, the airline needed seamless remote IT and desktop support, round-the-clock service, and effective incident management.



Challenges:

Diverse Range of IT Services

The airline depended on various IT services to ensure its operations remained smooth and uninterrupted. Each service was essential in managing the complexity of day-to-day airline functions, particularly in such a vast, global network.

Essential IT services included:

Technical Support:

Provided real-time assistance to staff, addressing any software or hardware issues that could disrupt operations. Quick resolution of technical problems ensured critical systems, such as flight planning and passenger management, continued functioning seamlessly.

Desktop Support Services:

This service focused on ensuring that employees' workstations (both remote and onsite) were always operational. From troubleshooting hardware issues to setting up new devices, it kept communication and administrative workflows running efficiently.

Management of Complex Technical Queries:

Addressed more intricate and specialized IT issues that required expert-level knowledge. This was crucial for resolving problems with custom-built software, integrated systems for ticketing, and advanced scheduling tools. Without this support, crucial flight schedules and coordination efforts could face delays or interruptions.

These IT services were critical in maintaining the airline's flight schedules, processing large volumes of ticketing transactions, and ensuring smooth communication between thousands of employees across multiple locations. By ensuring these systems operated reliably, the airline minimized disruptions and maintained operational excellence.

Staffing Challenges

One of the primary challenges the airline faced was staffing its IT support teams with highly skilled professionals. The need for technicians who could efficiently resolve complex technical queries—both over the phone and through email—was paramount.

In addition, the airline's 24/7 operations demanded a technical support team capable of managing incidents and service requests without interruption. Managing this incident queue required strict adherence to Service Level Agreements (SLA), ensuring that no issues were left unresolved for extended periods.

Staffing limitations, particularly during peak hours, created bottlenecks in the incident management process, slowing response times.



Nsight's Solution: A Three-Pronged Approach to IT Support

Availability of Support Team

Nsight implemented a 24/7 remote IT support system to address the airline's requirements. A dedicated helpdesk team with experience in the airline's platforms and technologies was positioned to handle real-time queries. This ensured continuous monitoring and management of all IT services, reducing downtime and resolving incidents promptly.

Proficiency through Training and Knowledge Sharing

Nsight emphasized the importance of continuous training and development for the technical support team. A centralized Knowledge Base (KB) was developed to house all essential resources, facilitating quick reference for the support team. This training initiative enhanced the team's ability to resolve routine and complex issues using custom software solutions designed specifically for the airline.

Upgrade Your Organization's IT Support!
with expert solutions?

Incident Management Strategy

Nsight created a dedicated queue within the service management system to streamline the incident management process. This ensured that no ticket was overlooked, and an escalation matrix was put in place to prioritize critical incidents.

The goal was to meet SLA targets, reduce resolution time, and minimize airline operations disruptions. The technical support team was trained to follow a clear escalation path, ensuring that major technical issues received immediate attention and were resolved quickly.

Key Benefits of the Engagement:
Transforming Technical Support

Precision in Handling Technical Queries

Nsight's remote IT support team demonstrated high accuracy in managing technical queries. By leveraging their training and access to the centralized knowledge base, the team efficiently responded to calls, emails, and tickets, providing accurate solutions in line with the SLA requirements.

Simplification of Technical Products and Services

The support team was also instrumental in simplifying the airline's IT services and products for end-users. Whether the query was related to ticketing systems, flight scheduling software, or internal communications platforms, the team ensured that all queries were handled easily for users to understand, leading to greater customer satisfaction.

Uninterrupted Global Coverage

With the airline operating in multiple time zones, Nsight's 24/7 coverage model was critical to ensuring uninterrupted service. The robust IT infrastructure provided global support for all incidents, ensuring that technical issues were addressed immediately, regardless of the time of day or the location of the incident.

Conclusion: The Impact of Enhanced IT Support Services

Summary of Achievements

Nsight's engagement with the airline addressed its key IT service delivery challenges. Introducing a dedicated remote IT support team provided around-the-clock assistance, ensuring that the airline's vast network operated smoothly. The airline significantly improved response and resolution times by establishing clear incident management protocols and maintaining adherence to SLA management.

Future Outlook

The partnership between Nsight and the airline has set the stage for continued innovation and improvement in IT support services. With the foundation of a reliable technical support structure, there are opportunities to enhance further desktop support services through advanced tools, technologies, and automation. As the airline continues to grow and expand, maintaining this level of technical support will be essential to keeping operations running efficiently.

Nsight enhances IT support with end-to-end solutions,
including IoT integration, to future-proof operations and ensure uptime.

Partner with Nsight

Nsight has a proven track record of delivering tailored, high-quality remote IT support services that meet the unique needs of global enterprises like the world's largest airline. By partnering with Nsight, your organization can benefit from round-the-clock technical support, streamlined incident management, and expert desktop support services that ensure smooth, uninterrupted operations. Whether you want to enhance your IT infrastructure or optimize service delivery,

Nsight can help you achieve your goals.

Contact Us

To learn how we can customize IT solutions that are right for your business.

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