

## Case Study – Global Airline

### Overview

This airline is widely regarded as the world's leading long distance airline. It is one of the strongest brands in Australia and has an extensive international, domestic and regional air services network. The business consists of three major division being: flying businesses, non-flying businesses, and corporate services.

The airline has a large PBX network across the country and previously employed 22 switchboard operators located in three cities. The operators were using NEC SN694 hardware consoles as well as a Windows PC for IBM screen emulation access to a HR directory, and email and other administration tasks.

### Requirement

Given the diverse competitive nature of the airline industry the customer was looking to:

- Reduce switchboard operational costs;
- Improve resource planning;
- Develop a simpler, more efficient and powerful interface to the large IBM mainframe based Human Resources directory of over 35,000 records;
- Reduce clutter within the switchboard operator work environment; and
- Implement a disaster recovery system for the switchboard services.

### Solution

Fifteen IAC consoles were installed across the 3 sites (Sydney, Brisbane and Melbourne) with several additional consoles at a fourth site for disaster recovery purpose. The consoles shared a centralized IAC Database server.

The IAC Database was configured to integrate to the Human Resources directory and replicates to an IAC Database server at one of the remote sites for redundancy. The IBM screen emulation was no longer required and the NEC hardware consoles were removed, reducing equipment to just one device on each desk.

IAC Statistics was installed for the switchboard supervisor to allow regular reports to be generated as an aid for better resource planning.

### Results

The customer quickly reported significant improvements in call handling and management. Importantly, they have achieved a 25% productivity increase and a reduction of over 30% in operator costs.

The operators now have a quicker, more powerful and more flexible searching capability on the Human Resources directory from within the main IAC screen. The IAC notepad feature is also used extensively by the operators to store additional information for particular staff thereby improving service levels. Also, clutter on the desk was reduced enhancing their work environment and reducing OH&S risks.