

# ELEVATING IT EXCELLENCE: ASTREYA'S IMPACT ON A MAJOR AIRLINE CORPORATION



**In the fast-paced aviation industry, where precision is crucial, a leading airline needs a trusted IT management partner. Since 2017, Astreya has been that guiding force, driving innovation, efficiency, and excellence.**

**In the following sections, we will delve into the intricacies of four key business problems faced by the major airline corporation and the remarkable solutions that Astreya has implemented.**

Each case exemplifies our commitment to excellence and the tangible benefits we've delivered. From streamlining customer feedback to optimizing AV support, from empowering executive decision-making to expanding service desk capabilities, these stories illustrate the power of strategic IT partnership.

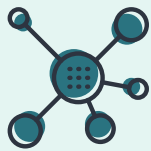
At its core, this case study underscores the impact of a long-term collaboration that remains as vibrant today as it was when it first took flight. It's a testament to Astreya's unwavering dedication to meeting evolving needs and its ability to adapt, innovate, and deliver exceptional IT Managed Services.

## Here's the story.

As a prominent player in the aviation industry, our client operates in an environment where seamless IT support and reliability are paramount, catering to the daily needs of employees, passengers, and cargo. Since 2017, Astreya's partnership with this major airline company has been crucial, especially in the post-COVID landscape, rapidly adapting and transforming their IT operations to meet new demands. This case study highlights our journey together, showcasing how Astreya's innovative IT solutions and commitment to adaptability and excellence in IT Managed Services have been instrumental in not just meeting but anticipating and evolving with the client's needs. It's a story of enduring collaboration, resilience, and shared success in a constantly changing world.



### BUSINESS PROBLEMS



#### TECH HUB SUPPORT

The airline company encountered challenges in ensuring consistent customer feedback and knowledge sharing across high-volume departments. One-way cross-training was ineffective, fostering a siloed approach that hindered collaboration and yielded an inconsistent customer experience. The absence of a robust feedback mechanism hindered the identification of operational pain points and data-driven improvements. The lack of a centralized tech hub further fragmented departmental coordination, compounding information access and sharing difficulties.



#### AV SUPPORT

A surge in AV issues due to office expansions and relocations led to increased user downtime, impacting productivity and virtual meetings. Integration problems between Microsoft Teams and ServiceNow further complicated the situation, making tracking and resolving AV-related incidents challenging. The absence of an intuitive troubleshooting system hindered prompt resolution and user satisfaction.



#### EXECUTIVE SUPPORT

Client executives frequently required rapid solutions for out-of-scope meeting requests, causing disruptions to IT teams' workflow. The challenge was to balance swift executive response with ongoing project and operational support. This unique demand necessitated a bespoke support framework. Executive Support acted as a crucial bridge, catering to executive needs while preserving operational efficiency.



#### SERVICE DESK

As the company faced growth challenges, its traditional service desk model became inadequate. To address this, they sought a partner with a strong engineering mindset. Astreya, with our reputation for engineering-centric solutions and exceptional IT talent, was chosen to elevate the service desk experience, transforming it into a dynamic, effective operation that could adapt to increasing demands and enhance trust in the company's IT infrastructure.

## HOW ASTREYA SOLVED THE CHALLENGES



### Astreya implemented a range of solutions to address the airline's specific needs:

**Tech Hub Support:** Conducted retrospective reviews and provided dedicated training for Tech Hub techs to improve knowledge sharing and customer feedback collection.

- Facilitated knowledge sharing and improved efficiencies across multiple projects and processes.
- Expanded the scope of user-facing support by incorporating Tech Hub staff into the AV Support desk on the 10th floor.
- Created and deployed a new FAQ and Knowledge Base website to enhance the customer experience.

**AV Support:** Assisted in leveraging remote support to maximize on-the-ground tech efficiencies, and supported a dedicated Microsoft Teams Administrator in addressing integration issues between Microsoft Teams and ServiceNow.

- Integrated the Microsoft Teams Rooms Managed Services Portal with the client's ServiceNow Instance, providing a data-driven view of service quality.
- Refreshed the Microsoft Teams GUI in standard and VP conference rooms for a more user-friendly experience.
- Assisted in opening approximately 70 rooms, ensuring smooth AV support during expansion.

**Executive Support:** Improved data reporting and capacity planning to prioritize executive needs effectively.

- Deployed new support QR codes in all conference rooms to enhance the user support experience.
- Conducted one-on-one training sessions with executives and EA's on new Teams technology deployments

**Service Desk:** Deployed an innovative service desk strategy, rooted in our engineering mindset and methodical approach, to revitalize the client's IT support system, enhancing efficiency, and user satisfaction, and fostering a more resilient IT infrastructure.

## THE BENEFITS DELIVERED



### Astreya's solutions yielded significant benefits for the client:

- **Customer Satisfaction:** Maintained a remarkable 95% first-call resolution rate.
- **Customer Efficiency:** Reduced customer wait times from 20 minutes to less than 5 minutes while handling an increased volume of inquiries.
- **Customer Resolution:** Seamlessly managed an increased ticket volume with an average resolution time of under 10 minutes.
- **Performance Management:** Advanced our technicians' careers with diverse skills for various roles by implementing cross-training, enhancing the client's IT support with a versatile, efficient team adept at diverse challenges, ensuring consistent, high-quality service and a scalable, cost-effective solution for their evolving needs.
- **People Commitment:** Achieved a less than 8% attrition rate in less than 5 years for the entire Astreya team and successfully retained and reintegrated military personnel.
- **Talent Acquisition:** Transitioned IT Support Specialists into full-time roles within the client's organization, highlighting the seamless integration and long-term value of Astreya's skilled professionals in enhancing the client's operational efficiency and IT capabilities.

### Conclusion

Since 2017, Astreya's enduring partnership with the major airline company has been instrumental in rapidly adapting and revitalizing their IT operations post-COVID, guiding them towards a transformed support approach aligned with the new demands of a post-pandemic world. Our collaborative efforts have focused on providing innovative IT solutions that address immediate challenges and ensure long-term resilience and efficiency. This case study exemplifies Astreya's ability to scale services to meet the client's evolving needs and our commitment to delivering exceptional IT Managed Services that drive client success.

## WHY THEY CHOSE ASTREYA FOR ENHANCED IT MANAGEMENT IN AVIATION



**Astreya's proven expertise in the realm of IT management positioned us as the go-to choice for this major airline corporation. The airline's decision to partner with Astreya was influenced by several compelling factors:**

- **Proactive Tech Hub Support:** Astreya introduced retrospective reviews and dedicated training, streamlining knowledge sharing and improving customer feedback mechanisms. This addressed the challenges faced by the airline in maintaining consistent feedback and ensured efficient cross-training.
- **Specialized AV Support:** Astreya's proficiency in delivering bespoke AV solutions and supporting user-centric technology integration was a key factor in the client's decision to work with us. Our contribution in refining user interfaces for better usability in conference rooms and ensuring seamless AV support during the opening of around 70 rooms was instrumental in managing the surge in AV-related demand the airline faced due to expansions.
- **Priority to Executive Needs:** Astreya recognized the critical nature of executive support in the aviation world. We balanced rapid response to executive requirements and consistent day-to-day IT support by supporting QR code implementation and training the executive team and EAs on the latest Teams technology deployments.
- **Service Desk Excellence:** The airline chose Astreya for our innovative service desk strategy, which is deeply rooted in our engineering mindset and methodical approach. This choice was pivotal in revitalizing their IT support system, significantly enhancing efficiency, and user satisfaction, and fostering a more resilient IT infrastructure, effectively addressing their service desk business challenges.

### THE TAKEAWAY

**By embarking on a partnership with Astreya, the major airline corporation transformed its IT infrastructure.** The airline soared to new heights through Astreya's proactive Tech Hub initiatives, specialized AV solutions, prioritized executive support, and service desk excellence. This collaboration addressed the immediate IT challenges faced by the airline and paved the way for innovation, efficiency, and operational excellence in their IT endeavors.

**A word about our valued clients and the markets they serve.**

**We are honored to support some of the world's most recognizable and innovative organizations.\*** Astreya partners with the world's most innovative and influential organizations, serving a diverse array of challenging vertical market segments and spanning numerous geographies. Our clients, leaders in their respective fields, rely on Astreya's expertise in navigating complex, ever-evolving technological landscapes, ensuring they remain at the forefront of their industries. Our collaboration with these esteemed organizations underscores our commitment to delivering exceptional IT and digital engineering solutions tailored to the unique demands of global market leaders.

\*Fortune 10 company names available upon request.

**About Astreya**

**Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world's most recognizable companies.** Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization - because excellence is always our promise. For more information, please visit us at [www.astreya.com](http://www.astreya.com).

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