

CASE STUDY FOR FACILITY MANAGEMENT SERVICES

For a leading airline company

SNAPSHOT

Industry
Aviation

Business Challenges

- Quick Response to customers queries across the globe
- Knowledge Management of the customers
- Data Availability and Vendor Co-ordination

Omnitech Solution

- Facility Management Services

Business Benefits

- Technology expertise from best partners
- Huge Cost Savings by total operational ownership
- Quality services with competitive advantage
- Reduced Escalations due to process based approach
- Regular reporting for better control

Company Overview

The client is most preferred airline and operates over 350 flights daily across 44 destinations within India and also operates flights to Nepal, Sri Lanka, Singapore, Malaysia, United Kingdom, Thailand, Belgium, United States of America & Canada. The client planned to extend its international operations, further in North America, Europe, Africa & Asia.

Business Challenges

The client being into the airlines business has lot of thrust given to customer service. Hence, with the totally diversified business and quality conscious customers, the client was facing following Business Challenges to drive maximum customer satisfaction and improve their quality services.

- Quick Response to customers queries across the globe
- Knowledge Management of the customers
- Efficient administrative management for large transactions.
- Database management for the effective marketing.
- Profitability management through reduction in cost management.
- Increasing internal productivity.

Technology Challenges

- User Call Management
- Inventory Management and movement control
- Vendor Co-ordination
- Infrastructure performance management
- New infrastructure planning and deployment
- Data Availability

Solution

The client identified the IT management needs to support their business model and decided to outsource their IT management support to Omnitech as majority critical users are at Mumbai and 80% of the infrastructure is operating from their head office.

Omnitech being geographically diversified organization took a challenge to support their airports and city offices through out the country. Omnitech offered its Facility Management Services at Mumbai, Delhi and over 20 satellite locations connected to main hub.

Omnitech deployed 11 skilled and certified FM Engineers lead by FM Leader at Mumbai to undertake different IT management activities. The operation was not only responsible for Mumbai but also for all the locations in West & North region. Teams of two FM Engineers are placed at Delhi to support Airport and city offices. The central helpdesk managed the calls across the country.

Omnitech with its native domain expertise in system integration and IT management services offers support on: Datacenter Management, User Management, Application Support for Galileo, Saber, Asset Management, Vendor Control, Technology Consulting.

Omnitech FM team ensured that user satisfaction are met and grown with efficient support offered through out 365 days of the year.

Results

The Support is built over the specific objectives of outsourcing. During the entire contract life cycle, Omnitech team monitored following objectives through continual improvements and objectified reporting:

- **Technology Partnership** – Omnitech as a system integrator has excellent relationship with all the MNC partners to acquire technology expertise and also enabled to offer consultative approach to its customers.
- **Business Focus** – By offering strong technical team and assuming total ownership of operations the client did not have to invest valuable time of their key resources on the mundane activities of IT administrations. This had reduced overall cost of management and IT administration
- **Competitive edge** – Omnitech helped the client in generating competitive edge in their business by maintaining the cost of IT support at the lowest without compromising the quality of services.
- **Accountability** – Processed based approach and due documentation helped deploying the services independent of specific people on site. The incredible support available from the technical support team from Omnitech head office reduced the escalations to best of its level.
- **Total Control** – Strategic and regular reporting was introduced on daily and monthly basis to ensure better control over the situation from the client side.

About Omnitech InfoSolutions :

Omnitech InfoSolutions is an ISO 9001-2008 certified technology services and solutions provider company in the Business Availability and Business Continuity space. The Business Availability services include Infrastructure Management, Application Management and Performance Management services whereas Business Continuity services include Disaster Recovery Consulting and Management, Data Vaulting and Workplace Recovery Services.

Omnitech InfoSolutions is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Omnitech provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

Contact Omnitech InfoSolutions today for free consultation

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