Leading Airline Takes Off with Globant

Globant and airline partner to replace existing technology with the new backend and frontend stackse





Background

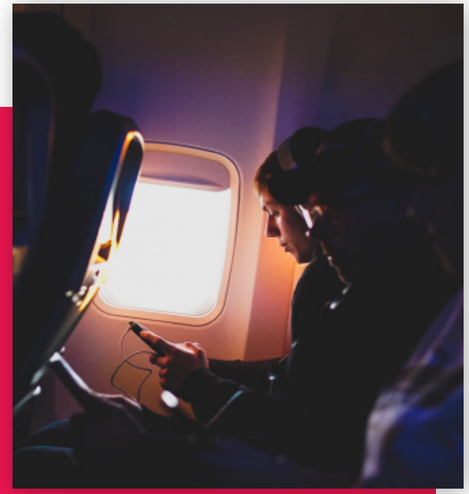
The relationship between Globant and this airline goes back several years, when the airline merged with another regional carrier. Globant helped to create a unified software architecture that combined the two airlines' reservation systems into one. Then a few years ago, this airline was looking to redefine its overall digital strategy.

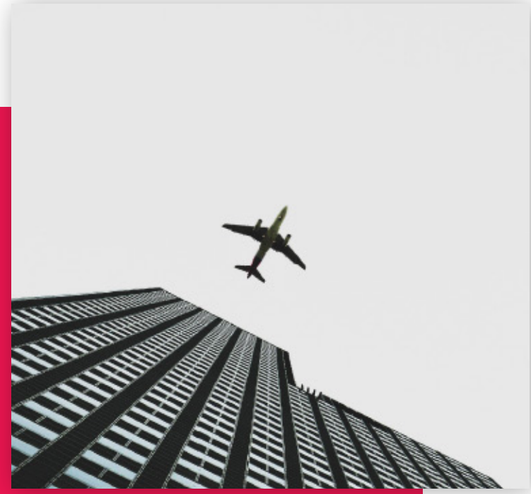
While it worked on that digital transformation project, Globant also took on a number of additional projects, including refining a new delivery model and creating and executing a training program for the airline employees to ensure they have the skills and infrastructure to manage their key daily tasks.

Merging Two Airlines While Creating One Reservation System

Airline reservation applications are among the most complex and important enterprise software systems. The entire airline relies on the system's accuracy and speed. But this kind of system often does its work anonymously in the background. So, despite being at the center of an airline's operations, the only time anyone hears about a reservation system is when it doesn't work properly.

This airline asked Globant to support the project that would combine two disparate systems. The two main reservation systems worked differently but had to be merged. The result, a highly visible application that passengers interact with 24/7, is a sophisticated system with a front end that enables passengers to see the cabin map and select seats, upgrade classes, among other features. Such an important system must work seamlessly with the backend systems in the airline's value chain.





Globant worked for two years, hand-in-hand with the airline's internal teams, to design and engineer an application that has worked flawlessly since it went live.

In addition to helping with the creation of the new foundational technology, Globant's wide skill sets served the airline with branding support during the merger process.

Globant's work resulted in a unified branding launch that was a significant milestone in the journey to combine the two airlines.

Other Major Products, Including Production Environment Improvements and Digital Transformation

Globant's team worked in 24/7 shifts for the airline's operations center to resolve production environment issues, which freed the airline's maintenance teams to focus on other key priorities projects.

Globant provided support to operational areas and developed improvements as a part of the airline's continuous integration process--advancing the way the operations center interacts with other areas in a way that increase the number of clients. As a result of Globant's work, the focus of KPIs shifted from the number of resolved issues to resolution times, which places greater emphasis on customer satisfaction.



Throughout the relationship with the airline, Globant has provided a wide range of expertise from a number of studios, utilizing the Agile Pods Methodology, including:

Consumer Experience: For the development of portals, including e-commerce and API management

UX Design: For design thinking, user journeys, user flows, use case analysis, metrics analysis, prototyping, user interviews, and usability tests

Big Data: For review and sentiment analysis of comments

Digital Content: For the auditing of analytics

Cloud: For skills around DevOps

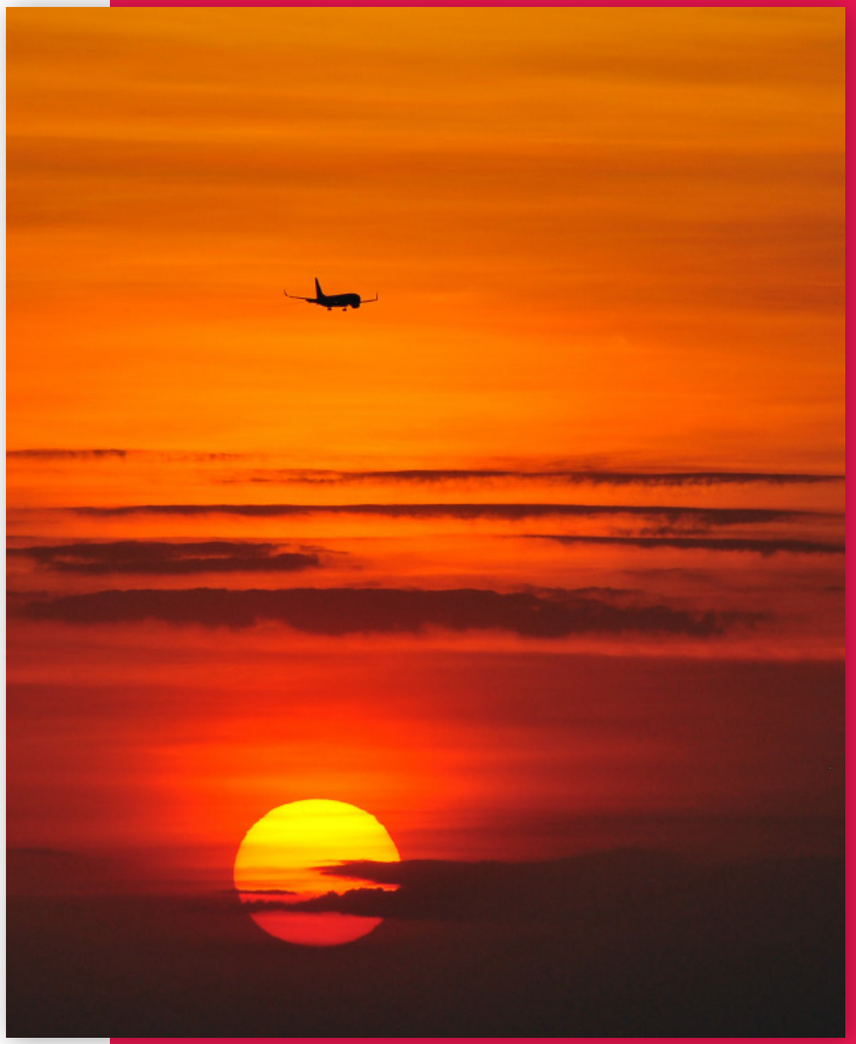
Takeaways

The journey Globant has been on with the airline has coincided with significant change. To help the airline through the change, Globant has provided a range of important skills and a critical outside point of view. The following points are the reasons for the success with the airline:

Start with process: With Globant’s Agile Pods Methodology guiding the way, the team was able to think creatively about the challenges the airline faced as it looked at an imminent merger. Such transactions can often slow business to a crawl as systems are cobbled together, but the solutions Globant d elivered helped blend the two airlines without disruption.

Launch incrementally: A new brand might become visible overnight, but the technological underpinnings should launch incrementally.

Work collaboratively: Although they bring an outside point of view, almost the entire Globant team dedicated to the airline works onsite. This fosters a collaborative atmosphere and has led to significant successes.




Globant