

Syntel's Successful Journey with Leading IT Provider of Airline Processes

A leading IT provider delivers passenger, cargo handling, flight operation, and aircraft maintenance services. Syntel has been associated with the client since 2008 and has successfully developed a multitude of applications for the client systems.

We are presently testing and enhancing our client's system applications. All these projects are being executed using the Syntel onsite-offshore model.

SYNTEL'S SERVICES

- **Product development** involving complete Systems Development Life Cycle (SDLC)
- **Build and deployment support** on development and test environments
- **Operations and maintenance support** — monitoring, archival, and cleanup of production applications
- **Product enhancement and customization**
- **Product QA testing**
- **Joint customer solution engineering**

Current Footprint

- User interface test automation
- Customer specific customization
- Multilingual support enhancement
- Regression testing support
- Build and deployment in development and test environments
- 24x7 operations and maintenance support

BEYOND BUSINESS BENEFITS

- Accelerated projects with reusable components, methodologies, and tools
- Developed a web based cargo tracking system
- Created an effective pricing system
- Optimized costs using effective revenue management system – Prorate and Proviso

BUSINESS BENEFITS

30% reduction in the time to market new software developments

25% reduction in development costs

70% lower production defect leakage

~20% cost savings on offshore based product developments

Partnering for Excellence

Syntel has built a dedicated team of experts in the travel and transportation domain to provide domain specific solutions. The experts have worked with major airlines. They have experience in airline business processes and key function areas such as airport operations, cargo and ground handlings, flight operations, as well as quality management systems. The team also has knowledge of the industry standards defined by the International Civil Aviation Organization (ICAO), the International Air Transport Association (IATA), and the Directorate General of Civil Aviation (DGCA).

