# HELPING A **WORLDWIDE AIRLINE** WITH THE BIGGEST TRANSFORMATION IN THEIR HISTORY

This Airline has a vision to be the world's best airline. Part of this involves upgrading their systems with the best available technologies and practices, providing a fully integrated end-to-end passenger services system.

The system connects sales, reservations and ticketing, inventory management, passenger services, and aircraft load control operations, enhancing both customer and staff experience, and is a key enabler for future growth of the company's business.
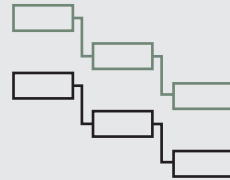
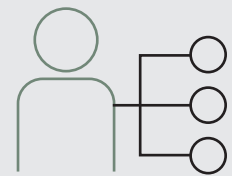To help achieve this vision, the airline hired SMS to provide:
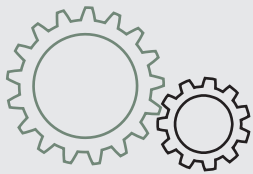
Business Process Reengineering Services

Change, Communications and Training Services

Program and Project Services

Project Management

ABOUT SMS

A leader in advisory, solutions and managed services, SMS cultivates innovation, digital, mobile and design-led business and technology capability to empower organisations across all industry sectors. With over 1600 staff across Asia Pacific, SMS promotes and delivers next-generation customer-centric outcomes for their clients.
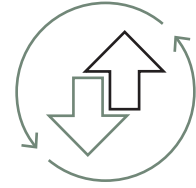
20,000
STAFF
Supported the training of 20,000 staff and developed and monitored training schedules for **90 airports**
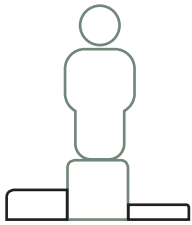
375
WORKSHOPS
Facilitated 375 workshops with over **200 stakeholders** across the organisation
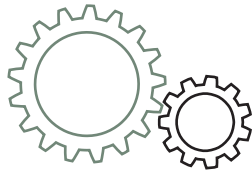
500
CHANGE ITEMS
Worked with business units across the organisation to manage their change plans and over 500 change items

400
CHANGE CHAMPIONS
Established and engaged a network of 400 staff 'change champions' through a multi-channel approach

60
NEW PROCESSES
Developed 60 new processes and identified **230 new ways of working**

90
AIRPORTS
Supported change implementation in 90 airports

30
KEY BUSINESS METRICS
Established a Process Performance Baseline for 30 key business metrics, contributing key data for benefits realisation

+ Project managed key programme activities including technical integration with existing applications

+ Helped to establish a formal business continuity process at the airports and across the organisation

+ Managed key governance processes, resourcing and reporting through the Project Management Office

+ Developed and implemented a major awareness campaign across the organisation

+ Upskilled staff in training development and delivery, and change management

+ Managed the development of **20 hours of eLearning** and **10 days classroom training**

The introduction of the new system, successfully implemented at all airports across the network globally, will allow the airline to provide a number of new services to their customers, further enhancing the customer experience.