



**Softtek**<sup>®</sup>

**CASE STUDY** | AIRLINES & AIRPORTS

**Leading airline saves  
25% first year with  
vendor consolidation  
and IT optimization**

[softtek.com](https://softtek.com)







# About the customer

Largest domestic air carrier within the United States.



**US \$20B+**  
annual revenue



**4,000+**  
departures daily



**55K team**  
members



**100+**  
destinations  
across the  
United States

"Softtek has established itself as a strategic IT partner, enhancing our ability to collaborate and drive ongoing operational improvement and innovation."

**CIO of Airline**





# Business challenges

Our client embarked on a major expansion initiative and wanted to keep its IT ecosystem ready to withstand the turbulence. It needed a reliable IT support strategy that could ensure 24/7 flawless daily operations of all mission critical infrastructure, achieve incremental cost efficiencies to combat shrinking profit margins, and welcome growth and modernization initiatives.

1

Find a partner with industry expertise to support a complex airline application portfolio.

2

Consolidate vendors with scattered responsibilities and limited ownership into a single-vendor ITO model.

3

Reduce defects in system processes, including tickets, maintenance pods, and reporting.

4

Support a rapidly growing number of flight routes and applications.





# How Softtek comes into play

Softtek's do-it-all solution was geared toward assuming a true partnership approach under a single-vendor managed services model to transform how automation, SRE principles, improved SLAs, and proven process delivery frameworks could continuously improve the airline's ITO outcomes.

## Solution breakdown:

- Application maintenance, support, and enhancements
- Strategic stabilization via incident log analytics and root cause analysis
- An information security component for multi-layer architecture hardening
- Automation initiatives for self-healing, monitoring, and intelligent alerts

## Solution stats:

- Full transition and ramp-up of 400+ nearshore and stateside professionals in less than six months
- Agile maintenance pods to manage 300+ applications (25% of which are required to fly) and 20,000+ servers behind the entire value chain (eCommerce, reservations, customer loyalty, cargo, revenue management, and mission-critical flight systems)





# Business impact

This partnership has afforded the airline plenty of legroom for business growth by supporting the infrastructure behind safe and efficient flight operations and instilling a continuous improvement mindset for new customer-focused capabilities through IT savings.



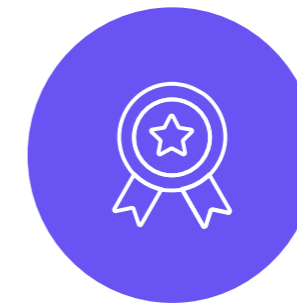
25% first-year  
IT operations  
savings.



Reduced critical  
incidents by  
90% and normal  
incidents by 32%



Reduced service  
requests by  
50% through  
automation and  
incident log  
analytics.



Zero business  
disruptions during  
transition and  
ramp-up.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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