

Business Challenge

British Airways (IAG Group) saw a rapid increase in call volumes and with high staff turnover opened a new service centre in Newcastle-upon-Tyne. This large facility known as the Information Technology Centre (ITSC) is a 24x7 operation due to the nature of airport operations and is the single point of contact for all inbound IT issues from around the world. The ITSC team supports over 140,000 users.

The core challenge was how to resource this critical operation with the right skills, particularly the core Service Desk, improve staff attrition and bring disparate teams together across Heathrow and the new Newcastle site. Also to reduce the administrative overhead involved in managing this large resource pool so British Airways sought a partner who could address these requirements.

Our Solution

Ajilon deliver a fixed price managed service with full responsibility for provision of over 50 skilled people into the Service Desk team and some other niche IT Projects including video conferencing, infrastructure and applications. We deliver a hybrid model of IT specialist support and all of the people necessary to deliver that service who are based in customer premises and work seamlessly with other technical teams and business units. We take away the administrative burden of managing recruitment process, staff turnover and operational service delivery. We provide a training manager to develop our people keeping their service and technical knowledge up to date.

Outcomes

We helped British Airways to consolidate its service centres in the UK for Global support and provide specialist skills into their IT function with low staff turnover and a reliable fixed price model. Our approach was for the Ajilon team to be part of the British Airways ecosystem with specialist knowledge built up over time on airline systems and business processes in a fast and challenging environment to deliver the level of service expected. We reduced overall cost for the service and eliminated the significant management involved with this large team allowing British Airways to continue transforming its IT function as part of the IAG Group.



Managed Services

Benefits

- 24/7 Support over 150 Airports across the world
- 1st Line support for over 800 applications
- Over 26,000 user contacts per month
- Deep expertise and knowledge of technology and airline processes
- Preferred Supplier for IT roles in Heathrow Waterside Head Offices
- Manage Knowledge Base to drive continuous improvement
- Manage 250 self-service kiosks



British Airways has continually been driven by the need to deliver excellence throughout our business and this partnership (with Ajilon) is an extension of the commitment. By building on the successful relationship we already have with Ajilon been able to deliver a quality service support centre that adapts to meet the needs of our internal and external customers."

British Airways
Service Centre Manager

