

# Detailed Case Studies





One of the largest LCC in the US.

# MRO – Maintenance, Repair and Overhaul Applications



## Client

One of the largest low-cost carrier in North America

## The ask

Customer's Legacy MRO Systems failed to meet their future needs. This ask from the customer was for the following drivers – MAX aircraft, Maintenance complexity, Continuing network expansion



## Our solution

- A thorough, well thought and a well documented testing process embedded in the Agile and distributed Agile SDLC process.
- Thorough testing of the system – Smoke, Functional, Regression, Integration, Component testing. All of the above flavors of testing is performed on the Mainframe system, PowerBuilder and Mosaic MRO.
- Automation testing was performed on PowerBuilder MRO application using the tool Tosca. Autoit with Jbehave was used for automating the test cases for Mainframe and Mosaic MRO



## How did the client benefit?

- Key issues/defects are detected during agile testing phase enabling faster resolution, reduced cost of quality.
- Helped prevent FAA Compliance issues.
- A thorough tracking of aircraft maintenance activities in the system of record.



## Other engagements with this Client

- Direct Sales
- Partner Sales
- Crew Applications
- MRO Support
- NOC Support
- PSS Migration
- DevOps



# Building an “App” appropriate solution for 200mn+ flyers globally.



## Client

America’s best run airline, is among the top fortune 500 companies

## The ask

Our Customer, a major US airline and legacy carrier wanted to enhance the customer experience and increase revenue through a mobile app for its 200 mn+ passengers globally across 5,400+ flights, and 50+ countries.



## Our solution

To address the scale and complexity of the ask, we

- Distributed an agile delivery model and helped integrate multiple customer-facing solutions.
- Helped enhance app-enabled meal booking during check-in and ensured flight menu selections.
- Implemented co-branding features to initiate new payment methods.



## How did the client benefit?

Our solution helped the client improve customer experience and accelerate their digital revenue by-

- Increasing their mobile booking count YoY by 30%.
- Growing the number of releases per year by 100%.
- Improving the time-to-market for small features by up to 50%.



## Other engagements with this

- Information Security
- IT Transformation
- Operation Technology

## Client

- Revenue Management
- TechOps
- Mobile App Development





# Boosting Customer Loyalty with One Brand and One Program



## Client

World's largest hospitality chain (hotels, residential, and timeshare properties) owning over 30+ hotel and timeshare brands across 8,785 locations comprising 1,597,380 rooms.



## The Ask

Post acquisition of a leading hospitality industry brand, the company wanted to transition from three different loyalty programs pertaining to sub-brands into a single loyalty program.



## Our solution

- LTIMindtree built a robust and efficient process for the conversion.
- Transformation was engineered to have minimal impact on live production traffic
- 70% of the loyalty conversion step was automated based on large scale data migration
- The integrated solution had minimal impact on the downstream systems



## How did the client benefit?

- Successful global launch of the new program impacting 100 million+ customers
- Zero revenue loss as the solution was executed on live production systems without an outage
- Conversion of 66 million rewards accounts completed in a record time of ~ 9 hours
- Zero post-production defects observed



## Other engagements with this Client

- Customer 360 & Personalization
- Revenue Management
- Data & Analytics
- Enterprise API
- Digital Experience Platform
- Mobility

