



G1000 Group Airlines achieve high IT Infrastructure operations efficiency

Challenge

The customer is a subsidiary of a leading Australian airline, operates extensive domestic and intra-Asia network of flights. It is the largest low cost carrier in the Asia Pacific by revenue. The customer was facing increased competition and cost pressures in its business while its IT infrastructure operations were not able to keep up with the service levels required to support the ever-growing user base.

Tech Mahindra's role

In the given situation, the customer was looking for a vendor to help them improve their IT efficiency and optimize cost. Tech Mahindra, with its unrivalled experience in IT Infrastructure through years of supporting the most complex environments for the world's leading organizations (including some of the Fortune 500 corporations), became the ideal choice for the customer and their local partner.

Solution provided

Tech Mahindra's solution includes:

- Remote Infrastructure management(RIM)
- 24 x 7 call support and incident management(L2/L3)
- 25+ service improvement plans implemented during last 1 year
- Flexible delivery and engagement models
- Effective scaling of services
- New roll outs and upgrade/migrations handling through RFS
- Server build, configuration, application installation and publishing
- 95% offshore component in service delivery
- Flexible pricing



"What a fantastic thought process and execution. Many small savings lead to a large benefit."

*CEO, Partner company
(commenting on savings realized from service improvements delivered by Tech Mahindra to the customer)*



Benefits realized

- AUD 91,550 savings realized through service improvements.
- 60% increase in the inflow of incident resolved by existing team
- Year-on-year productivity improvements
- Cost reduction through automation and Remote Infrastructure Monitoring(RIM)