

AIRLINE INFRASTRUCTURE MANAGEMENT

MANAGED COMMUNICATIONS FOR AIR MALTA

Major IT transformation powered by SITA's ATI Cloud integrates local and global systems, simplifies operations and reduces costs, thereby ensuring the capability of the infrastructure to meet future challenges.

ISSUES

Legacy system unfit for new strategy

Outdated Avaya IPT system, constrained IT coupled with inconsistent service and new knowledge management strategy

Productivity hindered by integration gaps

Unified communications gaps (no presence and chat, no email integration) impact company productivity and competitiveness

SOLUTION

SITA Airline Infrastructure Management allows:

- IPT technology refresh to upgrade from the Avaya IPT to the newest OS release
- Integration of more than 500 IP phones, Unified Communications and IP Telephony with MS Exchange and Lync provided from the SITA ATI Cloud
- Global communications infrastructure including converged data and voice
- Standardized solution, call management system, IVR

BENEFITS

- ROI shows new revenue stream, cost savings
- Improved customer experience due to high availability communications platform; new unified communications feature
- one-stop-shop reduces network complexity and simplifies management, greater operational efficiency
- Cloud services will ensure that the airline effortlessly keeps its applications up to date and delivers lower licensing costs
- A single SLA

500+
VIRTUALIZED
WORKSTATIONS
POWERED BY
THE SITA ATI
CLOUD

30%
COST SAVINGS
AND ROI PAID
BACK IN TWO
YEARS

SOLUTION COMPONENTS

1. Service desk

Outsourcing for all IT components on the Air Malta campus (LAN/WiFi networking, laptop, desktop, printer, tablet, security elements, server, etc.) through a local service desk.

2. WiFi on campus

WiFi installation for the Air Malta campus in Malta.

3. Hardware (vendor management)

Desktop, laptop and tablet resale (HP and Apple).

4. Integration of third party applications

Avaya IP-PBX upgrade and knowledge management
Microsoft applications integration.

5. Managed solution

SITA ATI Cloud - IT and networking transformation for Microsoft applications. The solution will be leveraged by a managed security service and IP optimization through advanced traffic managed in collaboration with Riverbed and bandwidth upgrades.

6. Future-proofing through SITA ATI Cloud

Transformation of the local Air Malta Data Center which includes Microsoft, Unix and third party applications into a local virtual environment through VMware technology. This step will prepare the future operations to be powered by the ATI Cloud.

CASE STUDY

A six-year, multi-million dollar contract that includes the outsourcing of campus LAN/WiFi networking, security elements, office automation servers and the provision of new hardware.

This includes laptops and tablets supported by mobile services delivering improved employee productivity and the transformation of the existing data center into a virtual environment, with services hosted within SITA's ATI Cloud infrastructure.

In total, more than 500 workstations and 20 tablet devices will use SITA's cloud services. SITA will also manage 40 different IT suppliers for the airline.

Air Malta is also outsourcing the complexity – so as to better control the costs of its email and collaboration tools – by moving to a SITA managed solution. All in all, migrating to the new service is more economical than updating the legacy system on the premises.

“SITA is providing us with a unique solution combining local and cloud-based services with the most up-to-date technology. Air Malta is undergoing a major restructuring process and this overhaul of our IT infrastructure is designed to deliver a minimum of 30 percent cost savings and a return on our investment in just two years.”.

Peter Davies, CEO, Air Malta



For more information please contact us at
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SITA

Create success. Together