

Ground cargo handling system

The Client

The customer was the IT division of a large airline company.

The Challenge

The application to be maintained was a ground cargo handling system for use by airports and ground handling agents. It was a complex application with algorithms relating to various logistical aspects of cargo handling. The challenge was to understand the application and successfully maintain it.

The Solution

An onsite / offshore product maintenance team took over the responsibility for product enhancement, maintenance and support. Bug fixing, coordination with customers and help desk were part of the activities executed from the offshore location.

The Benefits

The customer largely benefited by reduction in cost and maximization in value because of the global delivery model provided by us. The SLAs were met to the satisfaction of the customer.

The Technology