



Broader IT considerations

EDS has provided many airlines with IT services to support enterprise requirements for mergers and consolidations. These include rationalization and consolidation services in the following areas:

- **IT facilities and core IT services** - including data centers, desktop management and network management
- **Applications** - including flight operations, maintenance repair and overhaul, decision support, and airport applications
- **Enterprise corporate support functions** - including financial, human resources and employee systems

MANAGING COMPLEXITY AND MITIGATING RISK WITH PROVEN EXPERIENCE

EDS AIRLINE RESERVATION SYSTEM MIGRATION

An airline reservation system migration is one of the more complex, time-intensive and costly undertakings for airlines today. The challenge lies in finding the right balance between doing it expeditiously and successfully - mitigating risks while handling the monumental logistical challenges of maintaining airline operations during the migration.

Experience counts

Keeping an airline operating during a migration involves moving millions of electronic passenger name records (PNRs) and electronic tickets, while continuing to process passengers and move airplanes. It also involves aligning those migrated PNRs with travel agencies and industry partners, such as alliance code share partners, and coordinating countless details.

Airlines today want partners with proven experience. EDS, an HP company, airline industry specialists have performed more than 50 successful passenger service system migrations in the last 20 years. As a result, the industry has confidence in EDS' ability to effectively perform system migrations - on schedule and correctly.

- A number of critical factors continue to make EDS a reliable and valued partner for such a vitally important undertaking:
- A well-defined, proprietary program management and migration methodology
- Architecture capabilities that can minimize risk and impact
- Largest pool of available resources with migration-specific experience and capabilities
- Knowledge of trends and issues shaping the airline industry
- Detailed knowledge of enterprise airline IT environments and their relationship to reservations
- Established relationships with industry airline reservations partners
- Substantial investment in building the future architecture and systems for airlines, in partnership with our airline partners



ENSURING A SUCCESSFUL MIGRATION

The following are components of EDS' formula for a successful migration:

- A sense of urgency
- Tested and tried processes
- Timely decision-making
- Teamwork
- Communication
- Commitment
- An approach that integrates systems, processes and people

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EDS in the airline industry

Clients and the industry look to EDS for IT support based on our vast industry expertise and numerous other credentials:

- EDS is the world's leading airline IT services provider. Our clients include more than 109 air carriers, as well as airports, airport ground handling agencies, and travel and hospitality companies.
- EDS has 9,000-plus people serving more than 300 transportation clients globally.
- EDS has a history of success managing and delivering complex, large-scale applications.

A proven methodology and best practices

Working closely with an airline, EDS plans and executes the migration based on best practices and the airline's future needs. A typical migration can involve as many as 65 different projects, which fall under these phases:

- Analysis and design - defines the project for each application, including objectives, deliverables, cost/benefit and risk analyses, and roles and responsibilities
- Build - encompasses applications development, including new systems or modules, customizing existing code, and bridging legacy systems and applications to new applications, systems and interfaces
- Infrastructure implementation - involves delivering critical Infrastructure requirements such as new networks, servers, desktop and printer deployments, and mainframe computing platforms upgrades - performed parallel to applications work
- Testing - involves each platform's operating system, connectivity and hardware
- Training - educates data center employees, hardware support personnel and migrated system support teams
- Cutover - includes creating detailed task lists that define all technical and business events across the entire system; conducting multiple simulations of executing the cutover process; executing issue identification, communication and decision-making processes at the functional, program and executive levels; and constructing and testing a fallback plan
- Transition to steady state - includes moving all project management and support from delivery to maintenance, validating business processes, monitoring user acceptance and learning curve, performing enhancements and new development, and monitoring budget, issues and change requests

Although keeping the duration of the migration program to a minimum is critical, quality and the ability to effectively operate the airline on the new systems are equally important. The goal is to eliminate or minimize the confusion, inconvenience and expense of running two separate reservation systems, get to a single system as soon as possible, and ensure the migration will be a success.