



NEW AIRLINE TAKES OFF ON TIME WITH EDS' END-TO-END STARTUP SOLUTION

INTERJET®

/// CASE STUDY



An emerging airline, Interjet wanted to launch its operations within a tight timeframe and with the highest standards of operational excellence. EDS helped the airline meet its launch date with market velocity, thanks to best practices that ensure both savings and continued growth.

CLIENT PROFILE

www.interjet.com.mx

With a market share of seven percent, Interjet flies to 16 destinations and maintains a fleet of 11 A320 airplanes.

Industry: Transportation

Primary Business: Airline

Headquarters: Mexico City

Business Needs Addressed:

Growth

Productivity

"Working with EDS is like working with a business partner rather than a provider. Because of them, we can adopt best practices, gain market knowledge and have greater flexibility than we otherwise could have."

Adrián Pineda Bedolla
Director de Tecnología de Información
Interjet

An emerging airline wanted to make a clean, efficient entry into the market

When the visionaries behind Interjet set out to break through the Mexican low-cost airline market, they wanted to do so with a tightly run, efficient operation. Yet the airline had only a short window of time to implement processes and applications before its projected launch. Determined to start out operating at market velocity, Interjet decided to partner with EDS for its experience and expertise in the airline sector. With EDS' help, Interjet not only launched an operationally efficient airline on time and budget, it has since transported approximately 3.5 million passengers and plans to triple its original fleet by the end of 2011.

EDS delivered an end-to-end airline startup solution

Interjet looked to EDS for an end-to-end airline startup solution that combined infrastructure, operational services, business process outsourcing and back-office systems. Because Interjet was a new airline, there were no defined business processes. Therefore, processes such as payroll would have to be developed and deployed alongside implementation activities.

To ensure a smooth launch, EDS organized several work teams according to area of expertise and ignited an aggressive multifaceted implementation strategy. The work teams began by assembling Interjet's IT infrastructure complete with computing equipment, services and e-mail in September, 2005.

In October, EDS implemented the first release of Interjet's new leading-edge customer service application, rolling out the second release just six weeks later. Next, the teams integrated Interjet's HR and accounting back-office systems with an SAP enterprise finance solution.

Finally, EDS worked to develop a next-generation flight plan generation system, as well as a weight and balance system, for the new airline. Additionally, work teams delivered an operational statistics system that helps the airline control costs.

Services featured

- Applications Development Services
- Applications Management Services
- Applications Management Services - Enterprise
- Enterprise Application Implementation Services
- Flight Planning Services
- Service Desk Services

"With this being a new airline, it was necessary to implement applications in parallel to the establishment of business processes. This double challenge was successful thanks to EDS."

Adrián Pineda Bedolla
Director de Tecnología de Información
Interjet

Interjet takes off with world-class technology

With EDS' solution, Interjet pays only for the technology and services it needs, independent of market fluctuations. What's more, the airline is sustained by best practices that can support its growth, from expanding flight routes to serving more passengers with a new airplane every year.

Today, EDS provides 24/7 application and help desk support, which helps the airline focus on its core business, while reducing costs. In addition, with Interjet's systems housed in an EDS data center, the airline ensures the highest levels of operational performance and data security. Interjet's new statistical and interphase systems enable the airline to dedicate less time to information capturing and more time to managing value-added business activities.

On the customer front, EDS plays a critical role in managing and monitoring flights, ensuring efficiency for the airline and a positive customer service experience for passengers.

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