



e&e Solutions Case Study

Engagement Overview

e&e were engaged as part of the Revenue Management System replacement program (Orion) for an aviation client that is replacing and optimising the airline's legacy systems with a modern, robust and scalable origin and destination route, segment and market type platform using PROS P6 technology. This investment in technology is central to the airline's revenue and optimisation growth agenda, and will enable the business to deliver higher revenue management, better pricing, seat and fare selection options, through tighter revenue management on flights across all markets in the business.

This engagement involved the development, project management and execution of a Business Support Model to underpin the implementation of the PROS P6 Revenue Management Optimisation. The implementation commenced with an initial end-to-end test originating a select few domestic route types, then followed by rollout to all of the client's domestic and international routes.

Project Orion was the largest and first business optimisation project ever undertaken by the client with a combined budget of over \$5 million.

Scope of work

A key part of this engagement was the Business Support Model to underpin the implementation of Orion release and extended to:

- *The client's Revenue Management specific business requirement identification*
- *Pre Go-live: User Acceptance Testing (UAT), System Testing carry over (pre UAT) and User Training;*
- *IT Helpdesk application training, fault identification, management and resolution training and process documentation*
- *Release Go-Live, and Warranty Period*
- *Handover from Warranty to Business As Usual (BAU)*

As part of the Business Support Model, a wide range of business, information management and airline stakeholders were engaged in order to identify key implementation milestones and related business activities (e.g. changes to airline processes, UAT, User Training, release Go-live, IT helpdesk fault resolution training and future BAU release activity training, Roll out and release. The implementation phase ensured that all PROS P6 users and support teams (e.g. Super Users, Airline and Internal Support Teams) were appropriately trained in the system in a timely and effective manner. Business procedures that were required to support end users were also delivered via this model. Both User Acceptance Testing and Dress Rehearsals were planned and completed to meet all of the defined and agreed exit criteria.

As part of the implementation governance and go-live sign-off process, a total of 73 business stakeholders, 15 international Sabre and PROS application specialists were engaged in order to agree to defined UAT exit criteria, delivery risks (including plans to mitigate/resolve) and any outstanding defects. This included a full list of workarounds and plans to resolve delivered defects post go-live.

A go-live 'Command Centre' was designed and established to support and either resolve or workaround issues that arose both pre, during and post go-live. A daily stand-up was facilitated, which included core support teams and any parties that were needed to resolve any current or outstanding issues, defects or queries.



Outcome

The implementation and go-live of release PROS P6 Revenue Management Optimisation was very well planned, rehearsed and executed, on-time with minimal disruption to flights and airline customers. All workarounds and associated procedure changes were delivered with a quick turnaround in order to overcome any shortfalls or defects. All delivered risks were clearly identified, articulated and mitigated to the satisfaction of the business and airline industry regulators. Expected revenue targets from project implementation were exceeded by over \$5M for the financial year making the project listed in the top 10 projects completed for the business.