



## Co-piloting the SAP Landscape

How AgilityWorks provides Support across a global SAP landscape

“As the association of the world’s airlines, we encourage our members to optimise their infrastructure to provide a safer and more efficient service for their customers: it is essential that we lead by example. We deal with critical aviation issues on a daily basis, working with airlines, governments, and strategic partners. We have no room for downtime.”

*Jean-Luc Surmont, Head, Office of the CIO, PMO and Application Support*

- IATA needed to consolidate their SAP Support, with minimal disruption
- They selected AgilityWorks as a single nearshore Support partner to provide 2nd line Support across their entire SAP landscape
- The result was a decrease in TCO, system downtime, and reported errors





## Co-piloting the SAP Landscape

The International Air Transport Association (IATA) selected AgilityWorks to provide a modern, global SAP support & enhancement development solution, enabling the organisation to provide a seamless service to some 290 member airlines.

---

### The Business Challenge

IATA runs a complex SAP landscape, which incorporates solutions including ECC, BPC, Business Objects, MDM and BW. IATA were using two external partners to provide Support; one nearshore partner for BASIS and Security, and on-site partner for ABAP and PI. These two teams were responsible for responding to incidents and enhancement requests from over 2,000 users in three locations across the globe.

Using two partners to provide Support was costly, and with little reason to interact with each other, the two teams didn't have a complete view of the landscape. Consequently, neither team was looking for improvements that could make the service as a whole more efficient for the network of users - and furthermore those users weren't the only stakeholders to consider. Some 290 member airlines rely on IATA being able to provide a seamless service so that they can serve their passengers worldwide.

The solution was simple; IATA needed to consolidate down to one dedicated Support team. The creation of an in-house Support team was considered but, ultimately, this would have meant a significant amount of time spent hiring people experienced in SAP, training them to be familiar with the IATA processes, and on-boarding them. With the contract for their current Support providers ending soon, they decided that the right approach would be to find one external partner to provide support for all of their SAP applications.

## AT A GLANCE: THE LANDSCAPE

### Finding the Right Partner

IATA had some key requirements when looking for a Support partner:

- Nearshore options: The ability to deliver Support close to their Executive office in Geneva, a central location which could work best with users in multiple different timezones
- Flexibility: The capability to deliver upon the current Support requirements, whilst also adapting the service as the landscape evolves
- Roadmap planning: The knowledge and experience to work with IT and business teams to define an innovation roadmap which considers how the latest SAP technology can be applied to enhance the experience for all stakeholders
- Minimal disruption: A partner who could work closely with the IATA team, to fully understand their way of working and efficiently hand-over 2nd line Support requests

Ultimately, they needed a partner who specialised in SAP, could provide the right model for their landscape, yet allowed them the flexibility to change the scope of Support as their business needs evolved. Having delivered a number of successful projects for IATA since November 2013, AgilityWorks was selected as the right partner for the job.

### The Solution

#### Overview

AgilityWorks provide IATA with 2nd line nearshore Support for users across the globe, making enhancements in middleware and ABAP development. The SLA covers the whole of IATA's SAP landscape, which includes:

- ECC
- BPC
- Business Objects
- MDM
- Business Warehouse

Aside from the day-to-day ticket processing, a trend analysis is undertaken every month which covers all systems in place and, when the results are in, a set of recommended improvements are made to application owners. A more detailed vendor review meeting happens every six months which runs through client feedback, SLA compliance, and identifies whether there are any upcoming landscape changes.

#### On-boarding and Transition

Towards the end of 2017, AgilityWorks performed its comprehensive transition and onboarding process for IATA. Because of the complex landscape, a smooth transition and ensuring minimal disruption for users was critical for IATA.

Its process was split into three phases:

1. **Self-study:** IATA provided all necessary documentation for the AgilityWorks team to study, ensuring they had a thorough understanding of the systems and landscape before joining IATA team in-house
2. **Workshops:** An initial workshop allowed the new Support team to get an understanding of the challenges, the most common types of issues and gaps in delivering the service. A second workshop allowed applications owners to get a comprehensive business view of the critical processes, any areas of concern and learn what is to be expected from the Support team


IT teams based  
in Montreal,  
Geneva and  
Beijing

24/7 Support  
to over 2,000  
SAP users in  
7 countries  
worldwide

Systems including  
ECC, BPC,  
Business Objects,  
MDM and BW

Average of 85  
incident calls per  
month

Average of 125  
requests per  
month

- 
- 3. Shadowing:** The AgilityWorks team sat alongside the dedicated IATA support team, observing how they work and also solving some non-critical tickets to gain further knowledge of the typical issues

The key difference from the traditional approach to transition and on-boarding was the preparation work. When the time came for the AgilityWorks Support team to join the IATA team, they already had a thorough understanding of the landscape and, perhaps more importantly, the nuances of the way things were done. This meant that when the 2nd and 3rd line Support switched over, there was little disruption to the end-user.

### **Service Management and Communication**

Working on a strict set of SLAs, combined with the complex SAP landscape and the addition of non-SAP applications, communication is key. The AgilityWorks service manager for IATA is in regular contact with them to provide metrics, both on a weekly and monthly basis, using a reporting tool provided by IATA within their ServiceDesk. These metrics include comprehensive call volume statistics, KPI and SLA measurements and compliance.

Added to this, a unique part of the service is undertaking comprehensive system checks at the start of each working day, with a report provided identifying any areas of concern that need rectifying. This results in the ability to proactively highlight and deliver improvements to mitigate risk of downtime, and demonstrable cost savings with the decrease of incidents and reduction of errors detected in the proactive daily check process.

Alongside the regular communications, service management status reports are also provided which include:

- List of relevant incidents: Detailed review of critical incidents
- Service feedback, with respective action plans if applicable
- Change and project management: Change list, status and progress of the projects
- Service Levels: Detailed summary of service levels in the period. For service levels not met a corrective action plan is submitted
- Hours consumption within the support model
- Plan activities and capacity for the next period

### **A smooth landing**

One of IATA's key requirements was that the transition caused minimal disruption to service users and this was an aspect that they found particularly impressive about AgilityWorks. Jean-Luc Surmont said: "The transition of Support to the AgilityWorks team was completed in record time without disruption. It is a testament to their knowledge and carefully phased process that no service disruptions were reported during the transition, especially considering the complex nature of the landscape and number of global users."

Almost a year on, with the Support service established, IATA are already starting to see efficiency gains and anticipate a 12% reduction in Total Cost of Ownership by the end of 2020.

A complex network diagram with numerous nodes and connecting lines, rendered in a light gray color, serves as a background for the top half of the page.

### About AgilityWorks

AgilityWorks adopts a collaborative approach to helping leading international organisations to shape and deliver digital transformation with SAP technology. Our clients expect us to advise, challenge and consult throughout the engagement, from the formation of strategy to solution delivery and support services.

Since 2007 we have built an enviable reputation for taking a fresh approach to delivering complex projects at scale, by combining top-tier consulting quality with the passion and focus of a specialist services provider. We combine the latest thinking on methodology with a combination of SAP Best Practice and AgilityWorks accelerators to achieve rapid realisation of better outcomes, offering our clients a thoroughly modern SAP services model designed for the era of digital applications and hybrid cloud architecture.

### About IATA

The International Air Transport Association (IATA) is the trade association for the world's airlines, representing some 290 airlines or 82% of total air traffic. They support many areas of aviation activity and help formulate industry policy on critical aviation issues.

IATA's vision is to be the force for value creation and innovation driving a safe, secure and profitable air transport industry that sustainably connects and enriches our world.

## AgilityWorks Flex

Our latest SAP support model, known as AgilityWorks Flex takes SAP Support to the next level, with our model specifically designed to be at the forefront of modern support offerings. Using the latest technologies, we provide a flexible service with innovation built in, which is tailor-made to fully match each of our clients' needs. All of this comes at a highly affordable price through the use of both our nearshore Portugal-based SAP delivery centre and UK-based consultants.

The Flex model is fully adaptable to the needs of our clients and provides high levels of interaction and user knowledge development through our innovative ServiceDesk portal and smart knowledge base. We offer various contractual options with variable commitment durations and other incentives. All of our support clients receive high levels of engagement from our service delivery management team who engage on a regular basis to provide ongoing guidance so as to ensure that they get the best possible value from their investment in SAP and to provide advice on the relevant SAP products that may be of interest to them.

**To learn more about AgilityWorks Flex, get in touch:**

**E: [sapsupport@agilityworks.co.uk](mailto:sapsupport@agilityworks.co.uk)  
T: 0844 561 0930**