



Case Study



Client Profile

British Airways is a world leader in premier air travel. Now with service to most countries around the world, BA offers a premier product line providing value and comfort for the world traveler. With over 36 million travelers a year, British Airways is all about bringing people together and taking them wherever they want to go in an efficient and quality fashion.

Executive Summary

DYONYX provided support services to develop a methodology for assessing the current BA IT infrastructure, document the configurations, match current configurations to BA upgrade standards, prepare a proposal to BA outlining costs and risks, implement all technology recommendations and support post installation. Our team assessed and installed approximately 3500 PC's and 350 servers along with LAN equipment, routing equipment, and connections to communications facilities in 150 airports across the globe. BA has a total of 360 sites in close proximity to 150 airports around the world, and our team provided installations and services in two-thirds of the world locations. Global locations include Asia, South America, Mexico, South Pacific, Africa, US, Canada and the Middle East. DYONYX developed the assessment strategy and coordinated all logistics for team coverage around the globe, which included travel, lodging, local transportation, timesheet management, and budget matching to provide a turn-key support solution.

DYONYX provided the following services:

- Project management and a Project Management office (PMO)
- Inventory and configuration of desktop, servers and all LAN infrastructure
- Hardware configuration testing and image building
- Infrastructure design assistance
- Technology refresh expertise and manpower
- Old equipment disposal services
- Change management and status reporting

Solution

The British Airways Imax Project required extensive strategic planning and logistical coordination on a global scale. In addition to strategic planning, our team converted the strategy into a tactical delivery plan and



executed the plan. Often planners are not responsible for implementation but the real proof of planning is in the delivery, but our team met and or exceeded the goals for assessing and implementing the strategic solutions.

Our PMO team coordinated multiple four-man teams moving globally and simultaneously to complete the project. As part of the coordination, we tracked all expenses and timesheets, and implemented governance efforts to ensure quality control. Our team was well trained in the accomplishment of the tasks they were assigned and met the challenge of providing a turnkey solution on budget and on time.

The DYONYX team understood the process in airports and understood the importance of user assistance for travelers. Our team acquired process knowledge through interviews with critical users behind the BA counter. . Our team understood the applications and the critical times to accomplish work in airports. Our team learned the critical demands on airline support staff and worked to meet their needs so that customers could continue to move through. Our teams understand the demands placed on flight desk support personnel and work to improve their environment through our project.

We managed this multi-million dollar airline contract by performing resource management, scope management, cost management, risk management, schedule management, and extensive progress/status reporting. DYONYX supplied BA with an on-site team lead/certified project manager with experience in multi million dollar projects. For back office support, we also implemented a Project Management Office that provided support to the teams in the areas of logistics, process governance, team allocation controls and overall process management.

DYONYX supported the contract with a project manager and a corporate financial officer who prepared detailed cost estimates of required equipment/services, cost spreadsheets of actual labor and other direct costs (ODCs) against budget, and detailed invoices. These managers tracked; monitored, reconciled, controlled and maintained an audit trail of all expenditures in the event an audit occurred. We deployed a local Project Manager at the primary data center in London Heathrow and a Program Manager at the company office to perform site supervision. This management team performed staff scheduling, task management, problem resolution, and daily resource allocation for the entire project staff that was both locally and remotely located.

DYONYX performed acquisition requests, tracking, inventorying, reporting, maintenance, and repair of all workstation equipment post install including disposing of old workstations for salvaging and we were responsible for assuring that specified requirements were met in the areas of network availability, availability of applications, errors due to incomplete training, and the percentage of trouble tickets closed within an acceptable timeline. To meet these requirements DYONYX performed bandwidth studies, monitored bandwidth via frame relay monitoring tools, and used custom tool reports to monitor the percentage of tickets closed so that corrective action could be taken at the appropriate times.

DYONYX provided technical design support to BA in direct coordination with BA - IS management and technical support staff to formulate and execute global procedures for coordination and implementation access to both Land and Air side portions of the airports, and verifying integration between new equipment and the BA network architecture. This effort included extensive coordination with IS management, facility managers and technical support staff regarding: utilization of BA resources and infrastructure, and knowledge sharing with data center resources. Through this experience, DYONYX has developed a valuable and relevant understanding of the BA mission, worldwide workstation assistance to a large-scale airline project.



In addition, DYONYX received, recorded, resolved remotely, or physical dispatched to resolve trouble calls using the help desk management tool from the BA help desk located in the Heathrow data center. Using this system, DYONYX troubleshoot and diagnosed problems associated with printers, workstations, applications, and various network communication equipment. DYONYX documented all man-hour activities while servicing trouble tickets and supported all PC hardware and application issues that arose daily.

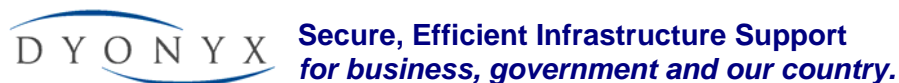
DYONYX produced regular weekly status/progress reports on the BA project which included current issues and schedule updates to indicate project status and issue resolution. Through the custom-built report tools, DYONYX created regular reports of client service calls in association with the help desk support team.

Key Benefits

- Project management and Project Management office (PMO) practices allow teams to perform work on shorter schedules. Saves money.
- Turnkey inventory and configuration of desktop, servers and all LAN infrastructure with one vendor
- Hardware configuration testing and image building expertise saves time and money
- Infrastructure design assistance frees up staff
- Technology refresh expertise and manpower leverage benefits of latest tools
- Old equipment disposal services free up staff and allow “one-stop shopping.”
- Change management and status reporting shows up to date progress and performance on project so that early warning signs can be seen and so that corrective action can be applied and

For more information about British Airways, visit the company’s websites at www.ba.com.

DYONYX is an end-to-end solutions provider that specializes in working with senior IT leadership to help them improve their productivity and reduce their costs and risk through a dedicated suite of services, products and partnered solutions.



DYONYX LP, is a privately held information technology and management consulting firm dedicated to helping clients across the nation improve their productivity and security and reduce their cost and risk through a proven set of methodologies, extensive experience, deep skills and world class service at reasonable rates. For more information contact: Timothy Barto at: 713.830.5910 or tim.barto@dyonyx.com or visit us on the web at www.dyonyx.com