



A MAJOR US AIRLINE HEADQUARTERED IN CHICAGO, OPERATES A LARGE DOMESTIC & INTERNATIONAL ROUTE. THEY ARE ALSO A MEMBER OF STAR ALLIANCE.



CASE STUDY

## Challenges

- Existing implementation had issues when bulk data was uploaded.
- Integration to the third party system was not in place, which was required for effective case management.
- Support required for day-to-day Admin/Dev task & lightning migration.

## Client Benefit

- Able to upload the data in bulk which reduced the data-upload time significantly
- Third party integration helps to maintain data integrity, so case resolution is done on the updated data and has customer delight.
- Moving to the lightning experience.

## Our Solution

### For Bulk Upload

- Analysis was done for the existing implementation for the VF page and code was revamped to support bulk upload.
- For the process that was currently executed synchronously but could be performed asynchronously, were moved to asynchronous ones

### Third Party Integration

- Integration to third party systems like SAP & other legacy systems was implemented.

### Day to Day Support

- Generated lightning migration report & as per report revamp, the existing custom was implemented to meet lightning experience requirement.