

Soaring to New Heights: How a Leading Airline Revolutionized Vendor Management with ServiceNow ITSM to Enhance Passenger Safety and Experience

In the fast-paced world of air travel, ensuring passenger safety and delivering exceptional experiences are paramount. Streamlining vendor management became the key to unlocking these goals for one premier American airline. Let's explore how this aviation leader partnered with INRY to transform their operations and set new standards in the industry.

The Sky-High Challenge: Navigating the Vendor Qualification Turbulence

Picture this: A bustling airline serving 100+ routes across 100+ airports, relying on numerous vendors for critical services like fueling, deicing, and air conditioning. Sounds impressive. But there was a catch. The airline's vendor qualification tracking system was stuck in the dark ages:

- Data is scattered across multiple systems
- Manual processes are prone to human error
- Time-consuming information retrieval
- Lack of real-time insights into vendor performance

These challenges bogged down operations and posed potential risks to passenger safety and



service quality. It was clear that a change was needed to keep the airline soaring above the competition.

Charting a New Course: The ServiceNow Vendor Management Workspace Solution

INRY and ServiceNow set out to revolutionize the airline's vendor management processes. This rapid deployment aimed to streamline the vendor qualification tracking process, reducing processing time and improving accuracy. Here's how they transformed turbulence into smooth sailing:

- All vendor information is consolidated into a single, comprehensive view

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- Automated tracking of vendor qualifications, including training and certifications
- Connected with existing systems like CourseMill for effortless data synchronization
- Streamlined management of essential documents such as rosters, compliance letters, and LOAs
- Tailored features to match the airline's unique operational needs

Cleared for Takeoff: Implementing the Solution

- The implementation journey was meticulously planned and ensured a smooth transition post-go-live:
- Collaborative workshops to gather insights
- Importing foundational data into ServiceNow during the core setup
- Purpose-built Vendor Workspace view that delivered real-time insights into vendor performance and qualification statuses
- Integration with CourseMill enabled seamless data synchronization of user accounts, courses, curricula, student IDs, and transcripts

- This integration automated the assignment of training courses to vendor employees, ensuring timely compliance with training requirements.
- Document management was streamlined allowing vendor managers to attach and track essential documents such as Rosters, Training Compliance Letters, Fuel Vendor Information, LOAs, Ground Handling Forms, and more.

First-Class Enablement and Adoption: Empowering the Crew

No technology transformation is complete without proper user adoption. INRY ensured the airline's team was ready for takeoff:

- Knowledge transfer and show-me sessions for power users
- Tailored dashboards and reporting capabilities
- Go-live support and hyper-care
- Ongoing optimization and future phase planning

Reaching New Altitudes: The Impact of Transformation

The results were nothing short of spectacular:

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- Significantly improved accuracy in vendor qualification tracking
- Enhanced visibility into vendor performance
- Swift and seamless user adoption
- Improved compliance with regulatory requirements
- Post-go-live support ensured ongoing success, with INRY providing hyper-care to address any issues and optimize system performance further

Your Passport to **Operational Excellence**

This success story isn't just about implementing new technology – it's about revolutionizing how an airline operates to deliver safer, more efficient, and more enjoyable travel experiences for passengers.

Are you ready to transform your operations and soar to new heights of customer satisfaction? Learn how INRY can help your organization leverage ServiceNow to achieve operational excellence and drive impactful change.



Fastest Growing Company



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TYPE II
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