

# Seamless Customer Service: A Global Tech Leader Revolutionizes Customer Operations with ServiceNow

## The Mission

As one of the nation's leading leisure travel services providers for budget-conscious consumers, the Airline carrier is well-positioned to meet the needs of today's discerning vacation travelers.

As per the latest federal vaccine mandates, organizations must ensure their workforce is vaccinated by January 4th, 2022. The mid-western, no-frills carrier engaged INRY to deploy ServiceNow's Safe Workplace solution for vaccine status management to comply with this mandate.

## The Opportunity

How does a company pivot to meet the ever-evolving Safe Workplace challenges imposed by COVID-19? Through a commitment to innovate and a desire to partner with organizations that share this commitment.

ServiceNow provided an ideal platform for airlines through its field-tested Safe Workplace solutions, which allowed the organization to track vaccination status and manage exemptions in a compliant and thorough manner. By allowing pilots to attest to their vaccination status and, where appropriate, supply details on medical conditions



or religious beliefs that preclude vaccination, the airline would be able to respond to the needs of federal regulators, employees, and travelers.

But the technology was only part of the solution. Finding a partner who could bring deep experience in vaccine management workflows and a nimble, predictable delivery methodology was also an essential ingredient to the initiative's success.

**Founded  
1982**

**100  
Passengers  
Routes**

**81  
Destinations**

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Even more importantly, INRY could deliver this value in a timeframe that is unmatched, with a predictable outcome that allowed the airline to meet its aggressive commitments to employees and travelers.

## The Results

In the interest of time, INRY jump-started gathering the Client's technical and business specifications while parallelly finalizing the commercial details.

INRY deployed a production-ready solution for managing vaccine exemption requests from hundreds of pilots across multiple continents in less than a week. This seemingly impossible feat translated into the Client realizing value within a few days instead of weeks or months.

The Client received remarkably positive feedback from their employees, prompting them to plan for follow-on enhancements. The Client acknowledged that the solution provided a quick time to value, thanks to ServiceNow's innovative technology and INRY's refined delivery methodology.

With this extraordinary success, the Airline carrier gained the momentum to accelerate their ServiceNow journey with a strategic partner like INRY.

The Client realized that INRY's can-do culture, which embraces innovation and makes no compromises, can help them tap into the full potential of their ServiceNow investment.



Fastest Growing Company



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