



Getronics provides service desk, service management and applications management for Gatwick, the world's busiest single-use runway airport

Company Profile

With over 34 million passengers travelling through the airport last year, Gatwick Airport is the busiest single-use runway airport in the world and the UK's second largest airport.

Locations

Based in the South-East of England, the airport has become a major driver in the local economy, generating around 23,000 jobs including airlines, handlers and retail partners. Situated 28 miles South of London, it has excellent public transport links into the Capital, the financial district and key tourist attractions.

Activities

Gatwick serves around 200 destinations in 90 countries and accommodates 34.2 million passengers a year. In the second half of 2012 there was an average rate of 53 aircraft movements per hour. The airport is expanding due to having just launched its facility to handle an Airbus A380 aircraft, the world's largest commercial airplane, which is key to their strategy to add significantly to both passenger numbers and employed staff across the airport.

Challenge

To transform the airport's IT in line with the airport's main objective of providing a world-class customer experience for Gatwick passengers.



Sector: Transport & Travel

Solution: Applications Management, Service Desk & Service Management

Company Profile

Gatwick Airport is the UK's second largest airport and is owned by a group of international investment funds, of which Global Infrastructure Partners is the majority shareholder. Today, Gatwick employs around 2,500 people and supports over 23,000 individuals through the different airlines, handlers and retail partners. The airport has over 34.2 million passengers travelling through its two terminals annually, travelling to around 200 destinations in 90 countries, and is the world's busiest single-use runway with up to 53 aircraft movements per hour during peak season.

The Challenge & Objectives

As part of Gatwick's wider strategic objectives to help their airlines grow and to provide an exceptional passenger experience, they required an agile service provider that could help them on their transformation journey whilst managing cost and delivering innovation

using current and future technology platforms, including Software-as-a-Service (SaaS), Infrastructure-as-a-Service (IaaS) and other cloud-based offerings.

They needed a partner that would be adaptable and flexible, as well as a team that would efficiently work to tight timescales in a short period to ensure a successful transition and improved service. Crucially, they needed a supplier that would work cooperatively and effectively with the airport's other suppliers. Previously, this had always been a challenge, with suppliers competing with each other and not necessarily acting with the airport's best interests at heart.

Mid-way through the tender process, a new CIO, Michael Ibbitson, joined the team to lead the transformation journey, bringing with him his own distinct views on how he wanted the airport to provide a truly great customer experience. Therefore they had to adapt their approach and strategy, and Getronics had to adjust in accordance to this.

Specifically, Gatwick's IT Service Desk was a pain-point and so Gatwick's focus was firmly on increasing end-user satisfaction. Also, their applications needed reducing in complexity and Gatwick recognised opportunities to create applications that delivered innovative ways for passengers to interact with the airport, thereby improving their customer experience.

The Getronics Solution

Getronics won the contract in a competitive pitch against 25 other providers to deliver the airport's Service Desk, Service Management and Applications Management.

As part of its wider IT transformation strategy, the airport needed Getronics to overhaul its Service Desk, make significant improvements in the way the service was delivered, fix issues, namely customer service, operational processes and service levels, and generally transform the Desk to a state where it was fit for Gatwick to

bring the service back in-house with Getronics' support. All of this had to be achieved in just four months.

Getronics transitioned 93 critical airport operational applications from India using on-shore and near-shore support and resourcing. A full knowledge transfer took place within just two months, half the usual transition time, making way for a more stable environment, achieved by a team of people focused on delivering improvements as well as innovation.

Results & Benefits

Getronics set out to demonstrate to Gatwick their ability to provide a higher quality of service, a flexible approach to delivering service excellence, and introduce best in class user-interaction which translates to improved customer satisfaction.

Within the first week of the Service Desk going live, the Gatwick IT Team started receiving positive feedback from the end-user community. This feedback was reflected in the Net Promoter Score (NPS) the Desk is measured by, which became a positive score for the first time in Gatwick Airport's Service Desk history, increasing from the previous incumbent's score of -37 to a record +4. Through the application transition work, a number of issues were uncovered that the airport weren't aware of, including out of date documentation, all of which were quickly resolved.

One of the key accomplishments was Getronics' approach to working with Gatwick's other suppliers through a 'One Team' methodology. Effectively working together with other suppliers is a prerequisite for delivering best in class service to the airport and to achieve this we developed a collaboration platform that brings all the airport's service providers together.

All contracted SLAs were met or surpassed and Getronics were awarded Gatwick's 'IT Team of The Year', as voted for by Gatwick's own IT staff.

The Future

With a lot of the discovery phase complete and foundations built, the focus is now firmly on driving IT innovation and improving the services delivered to both end-users and airport passengers. Getronics will focus on the application landscape in particular, helping the airport understand the true cost of those applications, before starting on an application transformation and rationalisation roadmap. This is one of the key principles that Gatwick will be focused on over the next 4 years, with the introduction of new services such as SaaS and IaaS.

Longer term, the objective is to reduce the overall cost of IT and introduce more and more flexibility, all the while with a firm focus on driving innovation into the way they deliver services across Gatwick Airport.



'We selected getronics partly down to their "personality" as a company. We were impressed by the quality of their people (We met our delivery team before we awarded the contract) and to this day we maintain strong relationships right up to executive level.'

Anthony lamoureux, head of it service delivery,
gatwick airport

ABOUT THE GETRONICS FAMILY: The Getronics family, comprising the Connectis and Getronics brands, has a complete portfolio of integrated ICT services for the large enterprise and public sector markets. This includes Workspace, Applications, Unified Communications, Data Centre, Cloud, Consulting, Partner Technology, Managed Services and Security. www.getronics.com. Getronics is a lead in the Global Workspace Alliance, a unique model that provides customers with a consistent IT service throughout the world, with one single point of contact and billing entity. www.workspacealliance.com

Why Getronics?

The Getronics proposal and approach to delivering services were considered to be more dynamic due to several factors that distinguished us from the competition, for example, the experience of ITIL business processes and flexible approach to commercialising the service lots, as well as our considerable application development and management capabilities.

Aside from low risk and cost effectiveness, Getronics' ability to be adaptive to Gatwick's evolving strategy and work well with other suppliers were critical factors that enabled the successful transition and improvement of IT services. In addition, as with any partnership, it comes down to effective working relationships. Gatwick met the Getronics delivery team before the contract was awarded and built relationships right up to Executive level, which was a differentiator.

'Getronics demonstrated all the values we were looking for in a services provider – a superior level of leadership and ability, as well as an energetic and agile team that felt like an extension of our business, rather than a third-party supplier. Crucially, the team worked seamlessly with other providers to deliver a service that was best for gatwick as a whole. Getronics had to quickly provide it services, undertaking the complex transition from the incumbent supplier, logica, and fixing previous issues.'

'The strength of this relationship enabled us to take a leap of faith with the project, ensuring strong foundations for future activity.'

Anthony lamoureux, head of it service delivery,
gatwick airport