

DESKO GmbH

German-based company participates in the most extensive airline IT outsourcing/refresh project in US history

As part of its financial remodeling activities, United Airlines (UA) decided a few years ago to outsource some key parts of its technology and IT maintenance operations to one of IATA's Strategic Partners, EDS. A key factor in the solution recommended by EDS was equipment refresh and migration to 2D BCBP for the airline's check-in and boarding processes using equipment provided by DESKO. With this objective in mind, EDS turned to DESKO to design, implement and operate a new IT infrastructure to more than 800 domestic and international gate locations and over 15,000 PCs using DESKO keyboards and gate readers. DESKO signed a multi-year contract with EDS, and the project is now in its second year.

DESKO's software interface technology and two key products from the company's new portfolio (integrated keyboards and the Gate Reader Solution Kit, the latest boarding-gate reader technology) represented the perfect answer to UA's request. DESKO leveraged EDS's extensive integration technology, working very closely with EDS and United Airlines to reduce the airline's dependency on ATB2 technology by developing the right strategy and implementing the most appropriate technology. The strategy consisted in the creation of a step-by-step migration path from a legacy ATB2 and PC-Windows environment to a more flexible 2D BCBP, thin-client environment.

This "future-proofing" strategy is guaranteed to pay off in immediate and operational cost savings (such as paper and supports costs). DESKO's customised solution provides future-proofed interfaces and greater functionality, reduces equipment counts and offers longer-term cost-of-ownership savings as well. The ROI of this equipment is expected to be less than 10 months.

For more than 15 years now, DESKO has been providing innovative passenger processing and automation solutions to over 300 airline and airport clients in some 65 countries.

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Gates and Partners, and Kenyon

Success breeds success: a partnership for the future, now

An aircraft loss involves many parties with the same goals: protecting the reputation of the airline and the industry; compassionately and fairly caring for the passengers, the crew and their families; and quickly settling claims.

Traditionally, different groups (not always working together) were responsible for supporting the airline. Key parties, such as insurers, retained solicitors who made decisions about response actions, the airline took care of families, and specialists also worked with families, the deceased and their property. If handled badly, families grew frustrated with dealing with different groups in an uncoordinated manner.

What was required was a coordinated approach before, during and after a loss. To provide this service, the legal firm of Gates and Partners created a joint venture in June 2005 with Kenyon International Emergency Services. Together, we have provided seminars and training programmes on the benefits of effective coordinated crisis planning as well as responding to major incidents. A key component is the ability of the team to identify and prevent problems before they occur, in a way that is similar to the IOSA process.

The benefits of such an approach are further highlighted at the time of a loss since all parties have direct access to the most current information and are fully aware of actions being taken. They can rapidly work together to solve and minimise problems with families and governments, thereby preserving the reputation of the carrier and the industry.

Gates and Partners is a law firm that specialises in providing legal services to the airline industry. It has offices in London and Singapore, and counsel representation based in Puerto Rico, covering the Caribbean and South America. Kenyon is a 100-year old international company providing comprehensive disaster management services including planning, response and recovery services worldwide. Both are delighted to be IATA Strategic Partners.

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