



The Outcome



~\$200M IN HOTEL BOOKINGS SHIFTED

from the old vendor tool to the new vendor tool, without a disruption to finances or operations



VENDOR SELECTION TO TECH READY IN <12 MONTHS

by strong alignment with client teams, streamlining program structuring, vendor discovery, and accelerating delivery



HIGHLIGHTED AT BOARD OF DIRECTORS MEETING

as successful, publicly recognized modernization project

AIRLINE

Modernizing an Airline Crew Accommodation System

A leading domestic airline needed to replace the legacy system that managed crew hotel accommodations and ground transportation due to its stability issues and capability limitations. Replacing this end-of-life system prior to contract expiration was the number one priority for the technology organization supporting crew members.

The airline asked Two Roads to help lead vendor selection and system transformation with a small team on an aggressive timeline. Two Roads supported the analysis of benefits versus tradeoffs and subsequent recommendations for leadership, accelerating the velocity of decision making and driving alignment across disparate teams. Then the consulting firm continued support through contract negotiations to accelerate initiation, program setup, discovery, development, and go-live.

This transformation effort required significant planning and iteration to align on scope that would be feasible to deliver given the pending contract end date. Two Roads' experience in vendor selection combined with their nearly decade-long relationship with the client established a foundation of trust and confidence with the organization's stakeholders, allowing the team of consultants to connect the dots on the unknown and help the transformation progress quickly and seamlessly.

Consequently, development was completed early and on budget, affording more time for user testing, building confidence in the new platform prior to launch, and enabling the airline to optimize go-live around seasonality to minimize change impacts.

INDUSTRY

Airline

SERVICES

Strategy & Planning
Technology Modernization